

# Emergency Ride Home



*Peace of  
Mind for  
Commuters*



**COMMUTER  
CONNECT**

A SERVICE OF **CIRTA** 

A service from Commuter Connect

# Emergency Ride Home

It's a commuter's nightmare: You're at work and you get a call from your child's school. Or you get sick in the middle of the day. Or some other personal emergency comes up.

Your ride doesn't leave for hours. Or your bus route doesn't take you where you need to go. Arranging another ride would take too long. What do you do?

You take advantage of Commuter Connect's Emergency Ride Home. It's free for all carpoolers, vanpoolers, walkers, bikers, and bus riders who use an alternative form of transportation an average of three days a week, who work for a participating employer.

## How to sign up

All you have to do is sign up at [CommuterConnect.us](http://CommuterConnect.us).

## What qualifies as an emergency?

On a day when you use alternative transportation to get to work, the following events would be considered emergencies:

- You or a family member is ill
- Personal or family emergency
- Unexpected overtime
- Carpool or vanpool driver has an emergency
- Mechanical problems with carpool or vanpool vehicle affecting your ride home from work.

## Things that don't qualify as emergencies include:

- Weather-related inconveniences
- Preplanned appointments
- Personal errands

**Questions?**  
**Call 317-327-7433**  
**Weekdays 8am - 5pm**

# Get your ride

## You must sign up first!

[www.commuterconnect.us](http://www.commuterconnect.us)

- 1.** On the day of your emergency, go to Commuter Connect website ([www.commuterconnect.us](http://www.commuterconnect.us)) and login with your email and password. If you do not have access to the Internet, contact your Human Resources office to obtain a taxi voucher. If you have problems obtaining a taxi voucher from the Internet or Human Resources, call 317-327-7433 during office hours.
- 2.** On the Welcome page select "Print Emergency Ride Home Vouchers." Follow the instructions.
- 3.** Proof your entries. Once you submit the voucher, you cannot edit it.\*
- 4.** Print three copies of the voucher:
  - One for the cab driver.
  - One for Commuter Connect.
  - One for your records.
- 5.** Call the cab company and schedule your ride. Notify the company that you will be using a Commuter Connect voucher.\*\* The cab will pick you up and take you to a single location. One stop is allowed to pick up children from school or daycare. The first 50 miles of your ride is absolutely free! If your commute is longer than 50 miles, you will be asked to pay the difference.
- 6.** Present the driver with a picture ID to verify your identity.
- 7.** Ask the driver to fill out all three vouchers. If the driver will only fill out his voucher, get the information from him to fill out the other two vouchers. (Tipping is up to you, and out of your own pocket.)
- 8.** Send a completed voucher to Commuter Connect within 48 hours of the trip. If it's not completely filled out or it's submitted more than 48 hours after the trip, you could be held responsible for the charges.

\* Do not print in advance. Once printed, voucher is considered used and counted against the 5 times a year maximum.

\*\* This is especially important during high-demand times, such as bad weather. Commuter Connect has accounts with our cab companies, which means our members should get relatively prompt service at all times.

For questions please call Commuter Connect at

**317-327-RIDE (7433)**

or

**Toll Free 855-292-RIDE**



320 N. Meridian St., Suite 406  
Indianapolis, IN 46204

317-327-RIDE (7433)

[www.CommuterConnect.us](http://www.CommuterConnect.us)