



Central Indiana Regional Transportation Authority



# Emergency Ride Home

Peace of Mind for Commuters



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 two days a week, who work for a participating employer.

## How to sign up

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

## Who Is Eligible?

ERH is available to commuters who:

- Carpool, vanpool, walk, bike, or take the bus
- Use alternative transportation at least two days per week
- Work for a participating employer
- Are registered with Commuter ConnectShape

# Get Your Ride

You must sign up first (Be registered)

## STEP 1 Log In

- Go to [CommuterConnect.us](https://CommuterConnect.us) on the day of your unexpected emergency.
- Click Sign In
- Select Forgot Password (if needed)
- Enter the email address you used when registering (this is your login)
- Follow the prompts to access your account. Once logged in, you can access all available commuter services.

## STEP 2 Access the ERH Benefit

- In your account dashboard, look for the box labeled Emergency Ride Home.
- If you do not see the ERH option, your employer may not be a participating employer.
- If you believe this is an error, call 317-327-7433 during office Mon thru Friday 8am to 5pm hours.
- Click on the Emergency Ride Home to access your ERH benefit. Follow the on-screen instructions carefully review your information before submitting, once submitted, the voucher cannot be edited.

## STEP 3 Schedule Your Ride

### Call zTrip: 317-487-7777

Trip Spark uses an automated process

- As soon as you hear the automated voice, say: "Need to schedule an account ride."
- This will override the automation and connect you to a live operator.
- If the automation continues, repeat Step 1.
- Once connected to a live operator, they will ask if you need to book a ride. They will then ask if this is cash, credit, or account. Respond with your account number, followed by your voucher number (both located on your voucher).
- The operator will finish booking your trip. This is a good time to mention any special instructions like what door to be picked up at or ADA requests, ext.

\* You will receive a text message with ride tracking (mobile device users only).

**Need Help?**  
**317-327-RIDE(7433)**

**Office Hours**  
**Monday–Friday**  
**8:00am to 5:00pm**  
**info@cirta.us**



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