

# CHARLES RIVER TRANSPORTATION MANAGEMENT ASSOCIATION



## Emergency Ride Home

### Program and Policy

- Eligibility** Any pre-registered employee of a Charles River Transportation Management Association (CRTMA) member employer that uses public transportation, carpools, vanpools, bikes or walks to work at least three (3) days per week. The three days may be achieved through any combination of the above alternative commuting modes.
- Registration** Employees must pre-register with CRTMA via fax, mail-in form OR with their on-site Employee Transportation Coordinator prior to requesting a ride. Registration forms must be turned in to CRTMA, which will then distribute the orientation packet.
- Use of Program** Use of the program is limited to those who cannot travel home by their usual means due to any of the following circumstances:
- Illness or severe crisis of the participant or of a family member.
  - Stranded at work because the driver of carpool or vanpool had to leave because of an emergency.\*, \*\*
  - If you have a non-routine work demand that: \*\*
    - could not have been anticipated before departure for work that day;
    - is required by a supervisor;
    - causes you to work overtime so that you cannot commute by your normal means.

\*In the case of a vanpool driver emergency, the driver receives the emergency ride home and a designated alternate drives all remaining vanpoolers home at the regularly scheduled time.

\*\*Use is permitted when the normal commute mode would cause delays greater than one (1) hour.

Unauthorized use or abuse of the program may result in loss of privileges. CRTMA may charge employee the cost of any unauthorized use or abuse of the program. Unauthorized use includes but is not limited to personal errands, pre-planned appointments, business travel, mass transit delays or disruptions, and weather related events.

Participants in the Emergency Ride Home Program may obtain a ride one (1) time per month up to six (6) times per year.

**Procedure for Use** Eligible employees must pre-register for the program.

1. Employees who live at or beyond Route 128, and require service between 8:00 AM and 6:00 PM, can utilize a rental car. Please note that the rental company requires a credit card on file for each rental, even though the charges are paid by CRTMA. Otherwise, please use the cab voucher provided in your orientation packet. Inclusion of the rental car option in your registration is determined by CRTMA staff when enrollment is processed.
2. When the need for service arises, **call the cab company on your voucher directly** for taxi service, or call **Enterprise Rent-A-Car 617-547-4431** to make a rental car reservation. Enterprise can pick you up at your work location. REMEMBER to mention that the ride is for the CRTMA's Emergency Ride Home Corporate Account. Please do not call CRTMA for service reservations.
3. When using taxi service, **please fill out voucher fully and completely**, and then hand it to the driver to complete. Take your receipt. You may include a tip for good service, but it may not exceed 20% of fare.
4. Enterprise requires users to provide a credit card at time of rental (for potential damages to car). Rental charges within program guidelines will be billed to CRTMA. Neither insurance nor damages are covered by the ERH program. You may want to consider purchasing, at your own expense, the rental car insurance.
5. Following use of the program, you must fill out and return a Confirmation Report AND a copy of completed voucher or car rental agreement to CRTMA within 5 business days. CRTMA cannot issue your next voucher until these completed documents have been received.

### **Important Numbers**

*For service, please make sure to use the cab company that is listed on your voucher!*

**Checker Cab Company**

617-497-9000 617-497-1500

**Ambassador-Brattle Cab Company**

617-492-1100 617-547-3000

**Enterprise Rent-A-Car**

617-547-4431 800-736-8222

**Charles River TMA**

617-324-6118 fax 617-258-6357