



EMERGENCY RIDE HOME PROGRAM GUIDELINES

The use of transportation modes such as biking, carpooling, riding transit, vanpooling, and walking are promoted by all public agencies involved with transportation as part of the solution to increasing traffic problems and poor air quality. However, many commuters choose not to participate in rideshare programs because they fear that in case of an emergency they will be without transportation. The concept of the “Emergency Ride Home” program was created as a response to these fears.

In the event of a qualified emergency, the ERH program provides **free** transportation through ride hailing companies or car rental agencies to commuters who are pre-registered in the ERH program.

ELIGIBILITY

In order to be reimbursed, a participant must:

- 1) Be 18 years or older.
- 2) Live or work within the San Joaquin or Merced counties.
- 3) Be pre-registered in the ERH program at least three (3) days prior to first use.
- 4) Use alternative transportation to and from work at least ten (10) times each month (carpool, vanpool, public transit, walk, or bicycle).
- 5) Be picked up at the employer worksite.
- 6) Have their vanpool registered with Dibs (if you vanpool).
- 7) Turn in the reimbursement request within fifteen (15) days of using the service.

ELIGIBLE REASONS TO USE THE EMERGENCY RIDE HOME PROGRAM

- Participant or an immediate family member is ill (an immediate family member is a parent, sibling, spouse, child, or domestic partner).
- Participant is unexpectedly required to work late (i.e., participant was not aware of the overtime before the start of the workday) causing the participant to miss their planned ride home.
- Participant or an immediate family member has a crisis (an immediate family member is a parent, sibling, spouse, child, or domestic partner). For example:
 - Your child’s school or daycare notifies you of a situation that requires immediate attention.
 - There is damage to your home or property.
 - The driver of your carpool or vanpool must leave early due to an emergency and you are left stranded. In this situation, all riders should use the ERH program together in one vehicle if possible.

INELIGIBLE REASONS TO USE THE EMERGENCY RIDE HOME PROGRAM

- If overtime was preplanned (i.e., participant was aware of the overtime before the start of the workday).
- For personal errands, a preplanned medical or dental appointment, or business-related travel.
- Due to a natural disaster (earthquake, flood, etc.).
- Due to an injury on the job (Worker’s Compensation issue).
- Due to other reasons, which may be deemed invalid use of the program, as determined by the program administrator.

REIMBURSEABLE COSTS

The ERH program will provide a reimbursement for a one-way taxicab, Lyft, Uber (or equivalent), or a round-trip carshare or rental car fare, not to exceed \$75 plus 15% gratuity.

The following limits apply:

- Participants can be reimbursed for up to four (4) ERH trips per year.
- For a registered taxi, Lyft, Uber (or equivalent), car share, or rental car, individual trips will be reimbursed up to a maximum of \$75 plus 15% gratuity per trip. Exceptions to the \$75 limit will be reviewed on a case-by-case basis.
 - For taxi, Lyft, or Uber (or equivalent) trips, the taxicab or ride hailing rate plus tax are eligible for reimbursement. Luxury or premium services are not eligible for reimbursement. However, you are allowed a one 10-minute stop before your final destination. For example, you may need to pick up your child from school and then continue to your destination (i.e., home).
 - For carshare trips, the hourly or day rate cost of a car share vehicle rental is eligible for reimbursement. Membership fees are not eligible for reimbursement.
 - For rental car trips, only the base fare cost of a one-day rental plus tax and basic rental car insurance are eligible for reimbursement. Additional days, fuel costs, and luxury or premium services are not eligible for reimbursement. Additionally, you must return the rental car to the office it was rented from.

HOW TO USE THE EMERGENCY RIDE HOME

- 1) Contact a registered taxicab, Lyft, Uber (or equivalent), or a carshare or rental company and complete the Reimbursement Request form located on the [Dibs ERH webpage](#). Please note that you must be pre-registered in the program at least three (3) days prior to first use.
- 2) Make a copy of the completed Reimbursement Request form and receipt(s) for your records.
- 3) Submit the completed form with receipt(s) by mail to: Attn.: Jessica Lombana, Dibs, 555 E. Weber Ave., Stockton, CA 95202, or by email to: info@dibsmysway.com.
- 4) The Reimbursement Request form must be received within fifteen (15) days of using the Emergency Ride Home program.

Dibs is a program of the San Joaquin Council of Governments (SJCOG). SJCOG reserves the right to modify or discontinue the program at any time for any reason. The program is subject to funding availability and if funding is not available, SJCOG has the right to deny reimbursement.

SJCOG has the right to refuse reimbursement to anyone if the form is not complete, the original receipt is not included, or the guidelines of the ERH program are not followed.

Participating in the ERH program does not come without risk of injury or harm, including, but not limited to road hazards, risks inherent in driving, or being a passenger. You accept full responsibility for your own safety, and you assume all risk of loss, property damage, or personal injury, including death, whether foreseen or unforeseen, that you may sustain as a result of participating in the ERH program. You agree to hold harmless SJCOG, its officers, directors, employees, attorneys, agents, and contractors from and against any liability, demand, claim or right of action for any damage or injury, including death, to any person or property. In no event shall SJCOG be liable for any damages, losses, or claims, including without limitation, direct, indirect, incidental, special consequential, or punitive damages, arising out of your participation in the ERH program.

Go to <https://dibsmysway.com/programs/ways-to-travel/emergency-ride-home/> for additional information on the Emergency Ride Home Program.