

SAN MATEO COUNTY
**Commuter
Benefits**



How to take an Emergency Ride Home

The Emergency Ride Home program assists County employees in getting home during or at the end of the workday when an emergency arises.

THE BASICS

**Regularly use
Employee
Commuter
Benefits**

To be eligible you must be a user of the Transit Subsidy or Commute Cash.

**Commute
the day of
emergency**

by walk, bike, carpool, vanpool, or public transit.

**Use up to 4x
per year**

employees may use the Emergency Ride Home program up to 4 times per year.

When to use it

- Sudden illness of self or immediate family members or carpool partner
- Personal or family emergency
- Dependent care or daycare emergency
- Supervisor-approved, unscheduled overtime
- Carpool/vanpool emergency resulting in loss of ride home
- Bicycle theft or breakdown
- Significant transit delays

When not to use it

- Rides TO work
- Personal errands
- On-the-job injuries (worker's compensation regulations apply instead)
- Bad weather or natural disasters
- Pre-planned medical or dental appointments
- Business-related travel (contact your supervisor about travel expenses during work hours)
- Pre-arranged overtime
- Non-emergency side trips on the way home
- Any rides NOT approved by your respective supervisor

How to use it

1 Contact your supervisor

Before you leave work for the emergency, contact your supervisor (email or text message) for documentation purposes. Reimbursements will only be granted for requests that are submitted to a supervisor before the trip was made.



2 Save trip cost documentation

Coworker Ride Home: save a written exchange between yourself and your co-worker confirming that a ride was given. Include all parties.

Taxi: Ask for a receipt at the end of your trip.

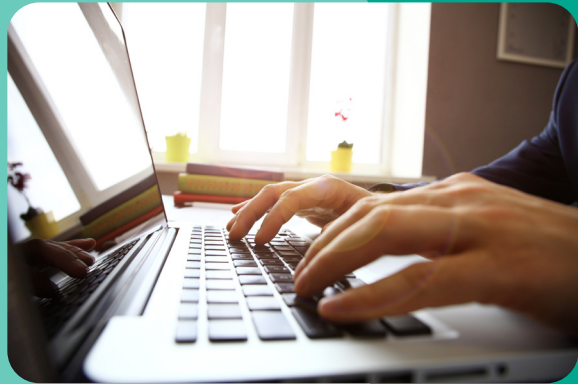
Transit: Keep the receipt and/or ticket showing the cost of the fare.

Motor Pool: Find out from your supervisor or from motor pool the rate charged to your department for checking out a vehicle for your trip. Submit the cost and the charge code used.

Rideshare: Take a screenshot of the trip you requested that clearly displays the date, the trip cost, and the origin and destination.

3 Email commute@smcgov.org

When you return to work, email commute@smcgov.org with the subject "Emergency Ride Home." Attach the conversation with your supervisor and your receipt.



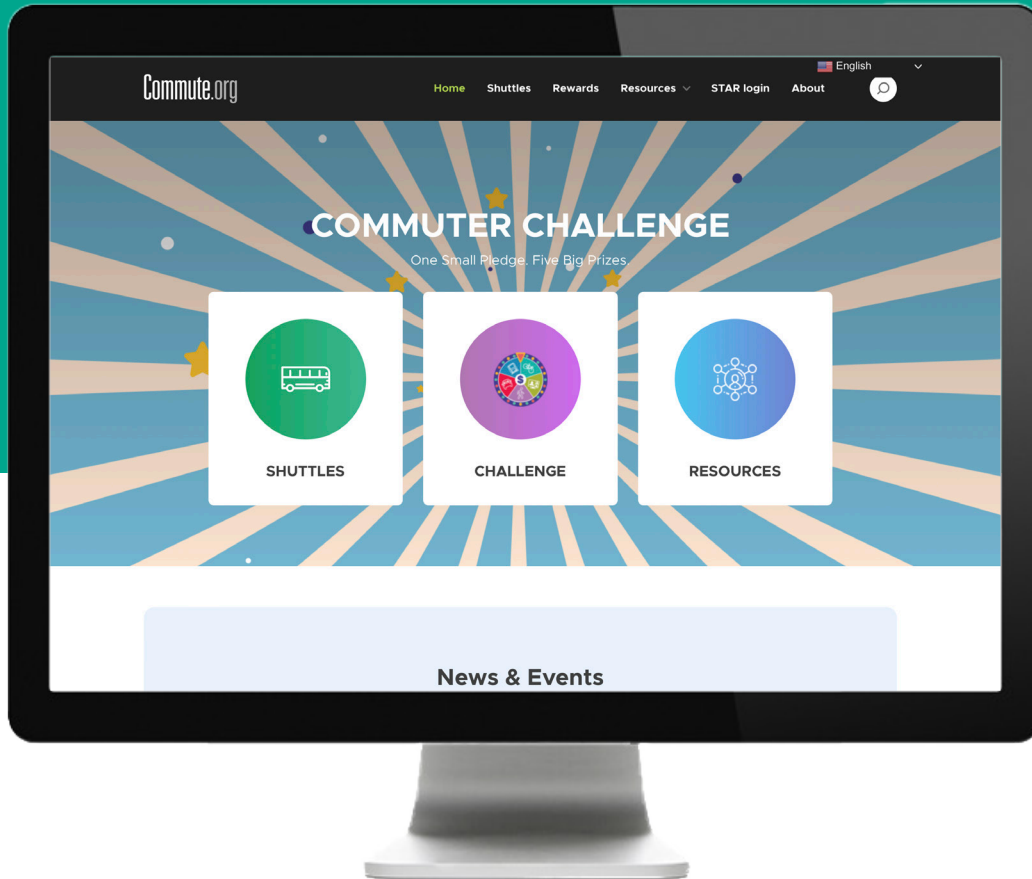
4 Receive payment

Your reimbursement request will be reviewed by Employee Commuter Benefits staff and, if approved, you will receive a direct deposit or check via PONY (the County's internal mail) within 4-6 weeks.



Check out Commute.org

We highly recommend that check out the programs of **Commute.org**. You can find carpools, access an Emergency Ride Home Program, earn other rewards and promotions, and more! It's a great commuter resource.



Questions, comments, concerns?

Contact us:

commute@smcgov.org | (650) 363-1933



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