



## POLICIES & PROCEDURES

### ***How the Program Works***

Employers must first register to participate in the Emergency Ride Home (ERH) Program. All employers located in Solano County are eligible. Individual employees can then sign-up for the program.

Participants will be issued a voucher good for a free ride home in a taxi or for a rental car. The program pays for the trip, including a 10% tip for the taxi driver or up to one tank of gasoline for a rental car.

Participants call the transportation provider directly to arrange for a ride and use their voucher as payment. After using the ERH service, the participant returns their copy of the used voucher and a short questionnaire to Solano Napa Commuter information. They will then receive a new voucher to keep on hand in case of a future emergency.

---

### ***Solano Napa Commuter Information will provide a free ride home to participants if:***

- ✓ They have used alternative transportation to get to work on the day that they use an Emergency Ride Home voucher: carpool, vanpool, train, ferry, bus, walk, or bicycle **AND**
- ✓ They or an immediate family member suffers an illness or severe crisis that requires their immediate attention; **or**
- ✓ After the start of a shift or workday, their employer requests that they work unscheduled overtime (supervisor authorization required); **or**
- ✓ Their ridesharing vehicle breaks down or the driver has to unexpectedly stay late or leave early.

---

### ***Program Restrictions***

Participants may use the ERH Program a maximum of six (6) times per calendar year and no more than three (3) times in any calendar month. Vouchers are non transferable.

### ***Emergency Ride Home vouchers may not be used for:***

- |   |   |
|---|---|
| Personal errands                                  | An ambulance service  |
| Pre-planned medical appointments                  | Business-related travel   |
| Transit service disruptions or delays             | Anticipated overtime or working overtime without a supervisor's request |
| Weather emergencies or early dismissals from work | Non-emergency related trips on the way home                             |
| Regional disasters (either natural or man-made)   |   |