

# SFCS EMERGENCY RIDE HOME PROGRAM

## South Florida Commuter Services Florida Keys Emergency Ride Home Program

The South Florida Commuter Services (SFCS) Florida Keys Emergency Ride Home (ERH) Program provides employees of Ocean Reef Resort, Key Largo V.A. Clinic, and Reef Tropical with a free ride home in the event of an unexpected emergency. The program is available to commuters that are registered participants in a South Florida Vanpool. Eligible “emergency” situations include illness of the vanpooler or a member of his/her immediate family; unscheduled overtime or extended work hours requested by management; a vanpool primary driver’s inability to make the scheduled trip home due to an unexpected work schedule change or illness.

Due to the proximity of the Keys from the nearest taxi cab provider, the Keys ERH program works slightly different than SFCS’ traditional ERH program. Participating vanpoolers are required to utilize Miami-Dade Transit’s (MDT) to connect to Florida City City Hall (404 West Palm Drive, Florida City 33034) or the Florida City Walmart (3350 S Dixie Hwy, Florida City 33034). Commuters will then be provided with a taxi ride from City Hall or Walmart to wherever their emergency dictates.

In order to participate in the program, commuters must pre-register with SFCS to receive their ERH vouchers. ERH vouchers are used as payment for the taxi and must be available at the time of the ride.

### How Does the Keys ERH Program Work?

- 1 Obtain Your MDT Easy Ticket.**  
When an emergency occurs, you must visit your company’s ERH administrator to obtain an MDT One-Way Easy Ticket.
- 2 Check the Schedule.**  
Visit [www.miamidade.gov/transit](http://www.miamidade.gov/transit) to check the schedule for Route 302 Card Sound Express or Route 301 Dade-Monroe Expressway to determine when your first available bus will be departing.
- 3 Schedule Your Taxi.**  
Once you have received your MDT Easy Card, you must call SFCS’ Customer Service Department at 1-800-234-RIDE (7433) to schedule your taxi ride from City Hall or Walmart. You will need to provide your departing bus time and your ERH voucher number when you place the call to schedule your taxi. It is important to call prior to leaving your registered work location; this will help to ensure that the taxi is available when you arrive.
- 4 Take the Trip.**  
Use MDT to connect to your taxi. You will need both your MDT Easy Ticket and ERH Voucher to complete your ERH trip.

For detailed rules and regulations visit:

**1800234ride.com**

or call to 1800-234ride (7433)



## South Florida Commuter Services Keys Emergency Ride Home Program Rules & Regulations

---

Use of the Emergency Ride Home (ERH) program is solely for registered vanpool participants that vanpool an average of three (3) days per week to get to selected employers in the Florida Keys. The program is limited to six trips per participant per year and only for unexpected emergencies from the employment address listed on the commuter's registration in the SFCS database. A year is defined as 365 days from the date of the participant's enrollment/renewal in the ERH program.

ERH vouchers are non-transferable and should only be used by the registered commuter associated with the voucher. Registrations must be submitted by the individual requesting to participate in the program or by a qualified South Florida Vanpool Representative.

In order to participate in the ERH program, commuter employment locations must be at selected employers identified by SFCS. SFCS has the right to verify employment enrollment for any vanpooler submitting a registration or participating in the program. At any time, if a commuter is unable to verify their employment, or their employment location does not meet the above stated criteria, the registration may be denied or the commuter can be terminated from the program. Participants must also be a registered participant in a South Florida Vanpool.

Emergencies are defined as circumstances which require you to leave your place of employment during the workday to respond to an illness or urgent situation, vanpool driver must unexpectedly leave due to an illness or urgent situation, or you are required to work unscheduled overtime. You are not eligible to receive an ERH ride in the event that you have worked your scheduled workday/shift and your alternative mode of transportation is available. The ERH program may not be used for personal errands, scheduled overtime, pre-planned appointments or activities, business related travel, vehicle malfunctions (van break down), bad weather conditions, or trips to the work place. SFCS has the right to deny the use of an ERH trip at any time.

The only authorized taxi cab pick-up locations are the Florida City City Hall (404 West Palm Drive, Florida City 33034) and Florida City Walmart (3350 S Dixie Hwy, Florida City 33034). Participants must provide the MDT bus route departure time when calling to schedule the ERH trip. When contacting SFCS to request an ERH taxi ride, commuters must have the complete destination address. Taxi cabs will not be dispatched to incomplete addresses. Commuters must contact SFCS prior to departing from their employment location. ERH rides scheduled after a commuter has left their work location may be denied at the discretion of SFCS.

A valid ERH voucher is required to utilize taxi cab services provided through the ERH Program. Vouchers will only be accepted by contracted taxi cab companies and cannot be used without prior approval. Taxi cab companies will not accept photocopies, facsimiles, or expired vouchers. SFCS is not responsible for lost or stolen vouchers. Vouchers must be provided to the taxi cab provider at the time of use. Participants who do not provide a valid voucher at the time of the taxi cab ride will not be reimbursed for services provided. Participants will not be reimbursed for any ticket fees or costs associated with Miami-Dade Transit.

If you are found to have violated any of the rules and regulations of the ERH program, you will receive a violation. Receiving two (2) violations will result in immediate termination from the program for up to one (1) year. Use of duplicate or altered vouchers will result in immediate termination for a period of up to one (1) year. Continued abuse of the program may result in permanent termination.

In addition, as a registered participant in the ERH program you, on behalf of your heirs, successors or assigns release and hold harmless your employer, the Rideshare (Florida) and/or the Emergency Ride Home program, the State of (Florida), and PB Americas, Inc. from any liability, claims and demands of any kind whatsoever, including but not limited to, any liability for personal injury including death, loss, theft, or damage to your personal property, loss of income, consequential damages (hereinafter "losses") resulting from delays or absence of a cab or rental car or termination of this program. You also agree that you will seek recovery from the taxi cab company providing your ride, and not your employer, the Rideshare (Florida) and/or the Emergency Ride Home program, the State of (Florida) or PB Americas, Inc. for any losses occurring during transport.

# Florida Keys Vanpool Emergency Ride Home Application

Please complete the following form to register for SFCS' Emergency Ride Home (ERH) program. Completed forms can be faxed to 954-731-7319 or emailed to [sfcs@1800234ride.com](mailto:sfcs@1800234ride.com).

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Home Address: \_\_\_\_\_ Apt/Unit: \_\_\_\_\_

Home City: \_\_\_\_\_ State: FL Home Zip Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Company:  Key Largo V.A. Clinic  Ocean Reef Resort  Reef Tropical

Department: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

What time do you arrive/leave work? \_\_\_\_\_ a.m. or p.m. \_\_\_\_\_ a.m. or p.m.

Vanpool Information:

Vanpool ID #: \_\_\_\_\_ Vanpool Primary Driver Name: \_\_\_\_\_

FUTURE UPDATES: SFCS is a program of the Florida Department of Transportation and as a participant in our program we will periodically provide you with updates on transportation related programs and services related to you. If you are not interested in receiving updates, check this box.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I AGREE – that the information provided above is accurate to the best of my knowledge. I also understand that by submitting this form, I agree to the rules and regulations set forth for SFCS' Emergency Ride Home program.

All information provided will be placed in SFCS' rideshare database and only used for rideshare purposes. If you are eligible, you will be entered into the Emergency Ride Home (ERH) program. If an email is supplied, you will receive an email notification providing you with information on how to access your ERH online vouchers through your online SFCS personal profile. Pre-printed vouchers will be mailed within 7-10 business days.

Use of the Emergency Ride Home (ERH) program is solely for registered vanpool participants that vanpool an average of three (3) days per week to get to selected employers in the Florida Keys. The program is limited to six trips per participant per year and only for unexpected emergencies from the employment address listed on the commuter's registration in the SFCS database. A year is defined as 365 days from the date of the participant's enrollment/renewal in the ERH program. ERH vouchers are non-transferable and should only be used by the registered commuter associated with the voucher. Registrations must be submitted by the individual requesting to participate in the program or a qualified South Florida Vanpool Representative.

Emergencies are defined as circumstances which require you to leave your place of employment during the workday to respond to an illness or urgent situation, vanpool driver must unexpectedly leave due to an illness or urgent situation, or you are required to work unscheduled overtime. You are not eligible to receive an ERH ride in the event that you have worked your scheduled workday/shift and/or your vanpool is available.

The only authorized taxi cab pick-up locations are the Florida City City Hall (404 West Palm Drive, Florida City 33034) and Florida City Walmart (3350 S Dixie Hwy, Florida City 33034). Participants must provide the MDT bus route departure time when calling to schedule the ERH trip. Commuters must contact SFCS prior to departing from their employment location. ERH rides scheduled after a commuter has left their work location may be denied at the discretion of SFCS.

For a full list of the Emergency Ride Home program Rules & Regulations, please visit [www.1800234ride.com](http://www.1800234ride.com).