

Emergency Ride Home Program Rules & Regulations

Use of the Emergency Ride Home (ERH) program is solely for registered participants that utilize an alternative to driving alone to/from work or school an average of three (3) days per week. The program is limited to six trips per participant per year and only for unexpected emergencies from the place of employment or college/university 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.

In order to participate in the ERH program, commuter employment locations must consist of a business/commercial address, a registered business phone number, and employ more than one employee. Colleges/universities must be registered with the State of Florida as a higher learning institution. SFCS has the right to verify employment and/or enrollment for any commuter submitting a registration or participating in the program. At any time, if a commuter is unable to verify their employment/ enrollment, or their employment/enrollment location does not meet the above stated criteria, the registration may be denied or the commuter can be terminated from the program. SFCS also has the right to request verification of a commuters alternative mode use.

Emergencies are defined as circumstances which require you to leave your place of employment or college/university during the workday to respond to an illness or urgent situation, your carpool or 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 taxi ride in the event that you have worked your scheduled workday/shift and your alternative mode of transportation is available.

The only authorized taxi cab pick-up location is the employment or college/university address on file with SFCS. Changes to a commuters employment address will take 24-hours to process and cannot be made at the time of the emergency.

The ERH program may not be used for personal errands, scheduled overtime, pre-planned appointments or activities, business related travel, vehicle malfunctions (car break down), bad weather conditions, transit failures, or trips to the worksite. SFCS has the right to deny the use of an ERH voucher at any time.

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.

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.

If you are found to violate 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.

South Florida Commuter Services reserves the right to modify or eliminate any or all portions of this program at any time. SFCS has the right to remove or deactivate a commuter if they are found violating any of the rules and regulations of the ERH program.

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.