

FAQ'S

SERVICE AVAILABILITY

Monday - Friday, 6:00 am - 8:30 pm.

WHO IS ELIGIBLE?

The **participant's employer must be registered for the SMART ERH program** for the employee to be eligible for a ride.

HOW IT WORKS

Participants of the program must have taken an eligible trip on the same day of the Emergency Ride Home request. An eligible trip is defined as utilizing public transit, carpool, vanpool, walk, bike, or park and ride to get to the workplace.

HOW MANY RIDES CAN I USE?

A participant has four uses of the program per calendar year. A year is defined as 365 days from the date of the participant's first use of the Emergency Ride Home program.

HOW FAR WILL SMART TAKE ME?

Commuters can request a ride of up to 70 miles round trip for the shuttle driver.

SMART reserves the right to modify or eliminate any or all portions of this program at any time.

SMART Guide to ERH Emergency Ride Home Program



07/17

503-682-7790
ridessmart.com/ERH

WHAT IS AN EMERGENCY RIDE HOME (ERH)?

SMART provides part and full-time employees of ERH-registered businesses who either ride a SMART service, vanpool, carpool, bike or walk to work with four free emergency rides home a year in the event of an unexpected emergency or unscheduled overtime. A SMART supervisor will provide the emergency ride home.

SMART's Emergency Ride Home Program defines an "emergency" as any of the following:

- Illness of the commuter or a member of their immediate family
- Unscheduled overtime or extended work hours
- A carpool/vanpool driver's inability to make the scheduled trip home due to an unexpected work schedule or illness
- A personal crisis occurs (e.g., death in the family, extensive property damage or loss due to natural disaster, theft, etc.)

COST

There is no cost for the trip. Qualified commuters, must have their Wilsonville place of hire registered with SMART to qualify for the ride.

HOW DO I REQUEST A RIDE?

- Call 503-682-7790 or 503-329-9340
after hours

Upon requesting an ERH, the participant must provide the following information:

- Name
- Phone number
- Their origin and needed destination
- A work supervisor's phone number
- Mode of transportation taken to get to work, and
- Emergency that warrants a ride – (family emergency, unscheduled overtime, etc.)

RESTRICTIONS

The ERH program may not be used for personal errands, scheduled overtime, pre-planned appointments or activities, business related travel, vehicle malfunctions, bad weather conditions, transit failures, or trips to the work site. See full policy on our website at ridesmart.com/ERH.

