

# Dane County

## Emergency Ride Home Program

### About

Emergency Ride Home (ERH) is a free program that makes it easier for Dane County commuters to choose car-free and car-lite travel to work and school, without worrying about how they will get home in an emergency.

ERH supports commuters and employers in Dane County by making it easier to choose affordable, healthy travel options that reduce driving, pollution, and parking demand.

*ERH is funded by the Dane County Highway and Transportation Department and administered by RoundTrip, a program of the Greater Madison MPO.*

### Who is Eligible?

Commuters who work or attend college or university in Dane County, and primarily commute by **carpool, public transit, bicycle, walking, or another alternative to driving alone.**

### What Is Covered?

ERH covers up to six Union Cab rides per year, up to \$75 per ride, to get from work or school to an eligible destination in the following situations:

- Personal or family illness
- Unexpected departure of your carpool/vanpool driver
- Bicycle breakdown during your commute
- Unscheduled overtime requested by your supervisor
- Personal crisis such as death in the family, flood, fire, or break-in at home
- A new carpool arrangement that isn't a good fit, leaving you without a ride home

Eligible destinations:

- Home
- A park-and-ride
- A public transit connection point
- A healthcare facility
- A daycare, school, or other middle stop to pick up a dependent

### What Is Not Covered?

ERH is a safety net for non-drive-alone commuters. It is intended for limited use, in unexpected situations that are out of your control. ERH does not cover situations including:

- Rides from your home
- Personal vehicle breakdown
- Errands and appointments
- Inclement weather (e.g., rain, snow)
- Missed bus or carpool due to running late

- Working late by choice
- Public transit service disruptions
- Rides to or from destinations such as the airport and entertainment venues
- Business-related travel
- Multiple rides in the same day
- Any situation for which you are reasonably able to plan in advance

## How to Participate

1. **Create an account** with [RoundTrip](#) and provide your email; home and work/school addresses; and typical commute mode.
2. **Request to join** the Emergency Ride Home program under “My Rewards” in your RoundTrip Dashboard. Staff will respond to your request within 1-2 business days.
3. **Log in to redeem** an ERH ride in your Dashboard under “My Rewards,” if a qualifying emergency occurs while you are at work. ***Only redeem a ride at the time you need it. The date on your voucher must match the date of your ride.***
4. **Call Union Cab** at (608) 242-2000 to request your ride. Print the voucher or show the digital voucher to the cab driver on your phone.

If you are an ERH participant but unable to redeem a voucher, you may pay for the ride and submit your receipt and ride details to [roundtrip@cityofmadison.com](mailto:roundtrip@cityofmadison.com) for reimbursement (tip not included).

## Important

- Riders are responsible for driver gratuity and any cost beyond \$75.
- Riders must be present when the cab arrives. Cabs will leave after five minutes and the missed ride will count toward your yearly limit of six rides.
- All rides are reviewed by RoundTrip staff. Anyone whose ride is flagged as inconsistent with program policies may be removed from the program.

## Help Us Make ERH a Success!

ERH is a free program for commuters in Dane County that supports car-free and car-lite travel to work/school. ERH is designed for occasional use. To ensure the best use of program funding, staff reserve the right to remove any participant whose use of ERH is inconsistent with these policies.

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