



Dane County Emergency Ride Home Program

About

The Emergency Ride Home (ERH) program makes it easier for commuters in Dane County to choose to walk, bike, carpool, vanpool, and ride public transit to work without worrying about how they will get home in an emergency situation.

ERH benefits employers and commuters in Dane County by making it easier to choose healthy, sustainable travel options that reduce driving, congestion, and parking demand.

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

Who is Eligible?

- Commuters who work in Dane County and primarily commute by carpool, vanpool, 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, in the following situations:

- Personal or family illness while at work
- Unexpected departure of a car/vanpool driver making it impossible to rideshare home
- Bicycle breakdown on the way to or from work
- Unscheduled overtime requested by a supervisor, making it impossible to rideshare home
- Personal crisis such as death in family, flood, fire, or break-in at home
- A new carpool arrangement that isn't a good fit, leaving you without a ride home

You may use an ERH voucher to get from your workplace to:

- 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 an occasional-use safety net for sustainable commuters. It is not a substitute for regular personal transportation and does not cover the following situations:

- Rides from your home, to get to work or any other destination
- 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 and/or delays
- 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 addresses.
2. Request to join the Emergency Ride Home program under “My Rewards” in your personal Dashboard. Staff will review your request within 1-2 business days.
3. If a qualifying emergency occurs while you are at work, log into RoundTrip and redeem an ERH ride in your Dashboard under “My Rewards.” **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 or show the digital voucher to the cab driver on your phone.
5. If you are an approved ERH participant but unable to redeem a voucher online for any reason, you may pay for the ride and submit your receipt to roundtrip@cityofmadison.com for reimbursement (tips not included).
6. Important:
 - All rides are reviewed by RoundTrip staff. Anyone whose ride is flagged as inconsistent with program policies may be removed from the program.
 - 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.

Help Us Make ERH a Success!

ERH is a **free** program for commuters in Dane County that supports carpooling, vanpooling, walking, bicycling, and riding public transit to work. ERH is for occasional use. To ensure the best use of program funding, RoundTrip staff reserve the right to remove any participant whose use of ERH rides is inconsistent with program policies.