

RoundTrip Emergency Ride Home Program



About

RoundTrip's free Emergency Ride Home (ERH) program makes it easier for commuters in Dane County to choose affordable, healthy, and sustainable transportation options without worrying about how they will get home in case of emergency.

ERH ensures that you'll never be stranded at work when you choose to carpool, vanpool, bike, or take public transit.

ERH provides up to six Union Cab vouchers per year worth up to \$75 per ride. The program is made possible by generous funding from the Dane County Highway Department.

Eligibility

ERH is a perk for sustainable commuters in Dane County! You are eligible for ERH if you:

- Work in Dane County and are registered with RoundTrip
- Regularly commute by carpool, vanpool, public transit, or bike (3+ days per week)
- Follow the rules outlined below

What Is Covered?

ERH covers emergency situations when you are at work such as:

- Personal/family illness or crisis
- Illness of a carpool/vanpool driver
- Bicycle breakdown on the way to or from work
- Unscheduled overtime requested by your supervisor

You may use an ERH voucher to get to:

- Your home
- A park-and-ride
- A public transit connection point
- A hospital or doctor's office
- A daycare or school (this may also be a middle stop)

What Is Not Covered?

ERH is meant to be used as an occasional safety net for sustainable commuters rather than a regular transportation option. As such, ERH cannot cover:

- When your personal vehicle breaks down
- When you are running late
- Working late by choice
- Transit service disruptions and/or delays
- Rides to work, unless you have a bicycle breakdown along the way
- Personal errands and appointments (medical, dental, or other)

- Rides to destinations such as the airport and entertainment venues
- Business-related travel
- Multiple rides in the same day or within another short period of time
- Inclement weather, office closings/evacuations, and natural or man-made disasters
- In general, any situation for which you are reasonably able to plan for in advance

How to Participate

1. Sign up for the [Emergency Ride Home](#) program with RoundTrip. A staff member will review your request within one business day.
2. Once approved, you may request ERH vouchers under “My Account” when logged into RoundTrip. **Only request a voucher at the time you need it – the date on your voucher must match the date of your ride.** You may print the voucher or show the digital voucher to the cab driver on your phone.
3. After requesting a voucher, call Union Cab at (608) 242-2000 to request a ride. Read about Union Cab’s COVID-19 safety protocols at www.unioncab.com.
4. If you are an approved ERH program participant, but are unable to generate a digital voucher due to technical difficulties or lack of access to a phone/computer, you may pay for the ride and submit your receipt to roundtrip@cityofmadison.com for reimbursement (please note that tips are not included).
5. Important Details:
 - If RoundTrip staff flag a ride as inconsistent with the program policies outlined here, riders will be asked to reimburse the county for the cost of the ride in order to further participate in the program.
 - Participants are responsible for driver gratuity and the extra amount of any ride costing more than \$75.
 - You must be present when the cab arrives – cabs will leave after five minutes.
 - The only situation in which you may use a voucher to get to work is if you have a bicycle breakdown on your way to work.

Help Us Make ERH a Success

Help us use our program funding wisely! ERH is a FREE service for commuters in Dane County to encourage carpooling, vanpooling, bicycling and taking public transit to work. RoundTrip staff review all ERH rides to ensure they are consistent with the program rules and intent, and reserve the right to remove participants who use rides incorrectly.

The Emergency Ride Home program is funded by Dane County and administered by RoundTrip, a program of the Greater Madison MPO.