

# **Emergency Ride Home (ERH) Program Frequently Asked Questions**

## **How long will I have to wait for a taxi?**

Taxi providers typically respond within 30 minutes after RideFinders arranges the ride, but wait times are not guaranteed.

## **What do I have to provide to the taxi driver?**

You will need to show a valid photo ID and provide the taxi driver with the ERH voucher so the driver can fill out his portion of the form. You will need to get the voucher back from the driver.

## **May I give my voucher to someone else to use?**

Vouchers are non-transferable. You may NOT give your assigned voucher to another person. Each voucher is assigned to an individual. Unused vouchers do not carry over to the next year.

## **How often can I use the program?**

Each registered commuter can use the program a maximum of four (4) times per calendar year.

## **Do I have to tip the driver?**

RideFinders will pay the taxi company for the ERH trips. RideFinders will not pay gratuity. You are responsible for tipping the taxi driver.

## **What if I need a ride to work, not home from work?**

A ride to work is not an eligible use of the ERH program.

## **Do I have to register for the Emergency Ride Home Program (ERH) each year?**

Yes, you must register each year to be eligible for the Emergency Ride Home (ERH) Program. The Emergency Ride Home (ERH) Program will be effective each year beginning January 1 and ending on December 31. It is the responsibility of the participant to register for annual enrollment.

*RideFinders reserves the right, at its sole discretion, to suspend or revoke participation in the Emergency Ride Home Program due to any abuse or misuse of the Program, including but not limited to falsification of registration information, falsification of information about taxi cab trips, or sharing or duplication of vouchers. Participants found to be abusing the program will not receive reimbursement and may be responsible for any costs incurred. RideFinders reserves the right to revise program guidelines as needed.*