Purpose

The purpose of TriMet’s Emergency Ride Home (ERH) Program is to provide Members that participate in using alternative modes of transportation to OHSU a free ride home in the event of an emergency, as defined below. In the event of an eligible emergency, the Member may contact the Transportation and Parking (T&P) Customer Service Center (CSC) and receive a voucher to present to a participating taxi service for a courtesy ride home.

Definitions

Member – OHSU Members as defined in the OHSU Code of Conduct
Non-Member – Includes patients, patient companions/visitors, and all other persons who are not considered OHSU Members.

Procedure

Approving Authorities:
TriMet determines eligibility requirements for ERH Vouchers, as listed below. The Public Service Representative (PSR) at the CSC is responsible for ensuring that the reason for the ERH voucher meets these requirements before issuing a voucher.

Eligibility Requirements:
All OHSU Members are eligible for the ERH Program if they have used alternative means of transportation to work on the day that the ERH voucher is utilized. Acceptable alternative means of transportation are:

- Carpool
- Vanpool
- Bus and/or MAX Light Rail
- Walking
Facilities

- Bicycling
- Other alternatives, pre-approved by TriMet

Authorized Reasons for Use
ERH Program vouchers are available for the following circumstances:

1. The Member is unable to wait for their normal ride home due to serious illness.
2. A close family member is seriously ill, was in a serious accident, or has passed away. A close family member is defined as:
   a. Parent
   b. Sibling
   c. Spouse
   d. Child
   e. Guardian
   f. Significant other
3. A serious problem or crisis arises. For example:
   a. School or daycare notifies the Member that a problem exists that requires immediate attention.
   b. Damage to home or property.
4. The driver of the Member’s carpool or vanpool has to leave early to address an emergency, leaving the Member without a ride home.
5. Unexpected, unplanned overtime when required by the employer, outside of TriMet’s operational hours.

Exclusions
The ERH Program services are not available when the following conditions arise:

- Pre-planned overtime
- Attending to personal errands
- Attending to pre-planned medical and dental appointments
- Attending to business-related travel
- A natural disaster (e.g. an earthquake, snow storm or flood)
- An on-the-job injury occurs to the Member (typically a Worker’s Compensation issue)
- Other uses of the program that may be deemed invalid, as determined by the program administrator.

Procedure
1. If a Member requires an ERH Voucher, they will need to call the T&P CSC to make arrangements for a taxi. The Member will need to provide a
2. When an eligible Member requests an ERH voucher, the T&P PSR will contact one of the eligible taxi providers to request service (providers are listed on the front of the ERH vouchers). The PSR must indicate that it is a TriMet ERH Voucher, provide the account number (located on the bottom left-hand corner of each voucher) and destination address to the taxi driver.

3. The PSR is responsible for completing the TriMet Emergency Ride Home Voucher before giving it to the Member.

4. The Member should present the ERH voucher to the taxi driver before the ride starts to ensure that they are taking the correct taxi.

5. Once the destination is reached, the taxi driver will fill in the remainder of the voucher, including a 15% gratuity, and have the Member sign, verifying the amount.

6. The Member will be required to keep the second copy (yellow) to submit back to the T&P CSC.

7. The yellow copy of the ERH voucher will be given to the CSC Manager for record keeping purposes.

8. The taxi driver will submit the original top copy of the voucher (white) to TriMet with the billing information and TriMet will pay the taxi charges directly.

**Suspected Misuse**
Any suspected misuse should be reported to the Transportation and Parking Department for investigation. Misuse or abuse of the ERH program is considered fraud and may result in disciplinary action, up to and including termination.

**Process Management & Inquiries**
The Director and Associate Director of Transportation and Parking jointly manage implementation of this procedure. Questions should be directed to the Associate Director of Transportation and Parking.