

Recommendations for Developing an Emergency Ride Home Program

The following recommendations have been compiled and reviewed by the Baltimore region rideshare coordinators. The recommendations are based on reports and papers submitted by members of the Association for Commuter Transportation (ACT), and research into existing ERH programs.

Service Area:

Work in the Baltimore Metropolitan Area, as defined by the Metropolitan Statistical Area for Baltimore, MD and live in one of the areas approved by Commuter Connections (to be defined)

Employment Status:

Full Time employees, Part Time employees

Eligible Mode:

Carpoolers (2+), Vanpoolers, Bus Riders, Train Riders, Cyclists and Walkers

Frequency of Non-Single Occupant Vehicle Mode:

Participants must use Eligible Mode at least 3 times per week.

Permissible Stops During Ride Home:

1. work to home/car,
2. work to hospital/doctor's office (ride from Dr. to home is responsibility of commuter),
3. work to school or daycare and then home.

Reasons for Use:

1. Sickness of requesting commuter
2. Unscheduled overtime or late meeting (i.e., no advance warning that they would have to work late)
3. Sickness or accident of immediate family member (child, spouse, parent)
4. Carpool or vanpool driver had to leave work early (e.g., illness, early dismissal due to inclement weather such as snow.)
5. Home emergency that includes damage to dwelling (fire, flood, break-in)

Modes to be used for Service:

- Taxi (dispatched cabs)
- Rental car (will create additional concerns over liability and age/credit restrictions imposed by the rental companies but may be the most cost-effective option for long distance commuters).
- Paratransit/handicapped accessible

Service Hours:

Between these hours of dispatching service is open: Monday through Friday (except holidays) from 6 a.m. to 10 p.m.

Arranging the Ride:

Contractor to the agency tabled for next meeting options:

- region-wide call center operated by program
- region-wide call center operated by contractor
- local office in each jurisdiction providing 6A-10P phone coverage/dispatch
- vouchers distributed at time of registration
- vouchers distributed by employers