



As an employee at a participating Smart Commute workplace, you are eligible for Emergency Ride Home reimbursement. If you have an unforeseen emergency on any day you use a sustainable method to commute to work, you can request reimbursement of up to \$75 for your emergency transportation costs. **Ensure you retain all emergency transportation receipt(s).**

Follow these steps to request a reimbursement:

1. Review terms and conditions on the next page to see if your request is eligible.
2. Fill out all fields on this form. We recommend keeping a copy of this form and receipt(s) for your records.
3. Mail this form and your emergency transportation receipt(s) to:

Metrolinx
Attention: Smart Commute
97 Front Street- 2nd Floor
Toronto, ON M5J 1E6

Please allow 4 to 6 weeks to receive reimbursement by cheque. For more information, speak with your Smart Commute workplace champion, or email us at erh@smartcommute.ca. You may also submit a request online at www.emergency.smartcommute.ca.

Please make sure to read the terms and conditions and sign this form on the next page.

Your Full Name Provide your first and last name.		Mailing Address Provide your full mailing address. This will be used to mail your reimbursement cheque.	
Your Email Address Provide at least one way for us to contact you.			
Your Phone Number Provide at least one way for us to contact you.			

Name of Your Smart Commute Workplace		Your Supervisor's Name and Work Phone Number Provide this in case we need to verify your claim.	
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Date and Time of Emergency Ride		Reason for Emergency Ride Explain the reason you required an emergency ride.	
How did you get to Work on the Day of the Emergency Ride? Provide details of mode used: Biking, Walking, Carpool etc.			
What kind of Emergency Ride did you use? Provide details of mode used: GO Train, Uber/Lyft, Taxi etc.			
Origin Address Provide the origin of your emergency ride.			
Desination Address Provide the destination of your emergency ride.			

1. Any commuter at a participating Smart Commute workplace is eligible for ERH if they used a sustainable mode of commuting on the day they require a ride home. Sustainable modes of commuting include transit, carpooling, vanpooling, cycling, walking, or any other alternative to single-occupant vehicle travel.
2. Pre-registration is not required for commuters at Smart Commute workplaces to be eligible.
3. Commuters may use ERH for any distance, routing and stops they prefer, but will only be reimbursed to a maximum of \$75 per ride, which may include a tip of up to 20 per cent. Commuters are responsible for initial payment of all costs, and are responsible for costs exceeding the maximum. Note: Smart Commute Durham and Peel Region (Smart Commute Mississauga, Smart Commute Pearson Airport Area and Smart Commute Brampton-Caledon) will not cover the cost of a tip.
4. Commuters may use ERH for unplanned reasons. Smart Commute reserves the right to track individual usage and verify the reason for rides. A ride home will qualify for ERH coverage in the following situations:
 - a. Personal or family illness, accident, injury or emergency situation.
 - b. Unscheduled overtime, approved by a supervisor.
 - c. Unplanned absence of a carpooling partner due to his or her having to leave early or stay late unexpectedly.
5. ERH does not cover a ride to work, except for the following situations:
 - a. Bicycle accident or breakdown (e.g., flat tire).
6. Situations where travel could have been arranged in advance do not qualify for ERH coverage. Other situations that do not qualify for ERH include, but are not limited to:
 - a. Pre-planned overtime known to commuters.
 - b. Overtime performed without a manager request.
 - c. Pre-planned medical or personal appointments.
 - d. Pre-planned or known absence of a carpool partner.
 - e. Business travel.
 - f. Personal errands.
 - g. Missed transit connections.
 - h. Transit delays or cancellations.
 - i. Weather-related emergencies.
 - j. Natural disasters.
 - k. Building closures.
 - l. Power outages.
7. There are no limits on the number of rides commuters can claim per year, but Smart Commute reserves the right to track individual usage and verify multiple rides for individual commuters within a single year.
8. ERH claims must be submitted no more than 2 months after the day of the ride.
9. There are no limits on the type of transportation commuters can choose for an emergency ride. Commuters may use multiple methods during the ride home (such as a taxi trip, then a GO Transit trip).
10. When requesting reimbursement, commuters must submit the following:
 - a. Company name.
 - b. Name, e-mail address and phone number.
 - c. Mailing address for reimbursement.
 - d. Supervisor name and work phone number.
 - e. Date and time of emergency ride home.
 - f. Reason for emergency ride home.
 - g. Origin and destination.
 - h. Type of ride vendor(s) used.
 - i. Total requested reimbursement (to \$75 maximum).
 - j. Original ride receipt(s).
 - k. Checkbox / signature certification, which the commuter uses to verify the information is accurate and honest, and to agree to terms and conditions.

Reimbursement Amount Requested Provide total dollar amount of the claim (up to \$75).	
Signature I agree to the terms and conditions and confirm that the information given on this form is true, complete and accurate.	