



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).** If you don't know whether you qualify, review the program terms and conditions on the next page.

**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**  
**20 Bay Street – 6th Floor**  
**Toronto, ON**  
**M5J 2W3**

Please allow 4 to 6 weeks to receive reimbursement by cheque. For more information, speak with your Smart Commute workplace coordinator, or email us at [erh@smartcommute.ca](mailto:erh@smartcommute.ca). You may also submit a request online at [www.emergency.smartcommute.ca](http://www.emergency.smartcommute.ca).

**Name of Your Employer**

**Your Full Name**

Provide your first and last name.

**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.

**Mailing Address**

Provide your full mailing address, including unit or apartment number, street address, city and postal code. We need your address to mail your reimbursement cheque.

**Your Supervisor**

Provide this in case we need to verify your claim.

**Supervisor's Work Phone Number**

Provide this in case we need to verify your claim.

**Date Emergency Ride Used**

Indicate the date you used an emergency ride.

**Time Emergency Ride Used**

Indicate the date you used an emergency ride.

**Reason for Emergency Ride**

Explain the reason you required an emergency ride.

**Origin**

Indicate the origin of your emergency ride.

**Destination**

Indicate the final destination of your emergency ride.

**Type of Ride Used**

Check all that apply.

Taxi    Rental Car    Public Transit    Other

**REIMBURSEMENT AMOUNT REQUESTED**

Specify total dollar amount of the claim. This cannot exceed \$75.

**Signature**

You must sign this form to indicate you vouch that all information on this form is truthful and correct, and that you agree with all Emergency Ride Home terms and conditions.

## Emergency Ride Home Terms and Conditions

1. Any commuter at a participating Smart Commute workplace is eligible for Emergency Ride Home (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. Commuters are responsible for initial payment of all costs, and are responsible for costs exceeding the maximum.
4. Commuters may use ERH for unplanned reasons. Smart Commute reserves the right to track individual usage and verify the reason for rides. The following situations qualify for ERH coverage:
  - 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.

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.
5. There are no limits on the number of rides commuters can take per year, but Smart Commute reserves the right to track individual usage and verify multiple rides for individual commuters within a single year.
  6. 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).
  7. 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. A signature, indicating the commuter vouches that the information is accurate and honest, and agrees to terms and conditions.
  8. Commuters may submit claims online, or via regular mail. However, original receipt(s) must be submitted by regular mail. Both online and downloadable forms will provide instructions for submission. **To submit a claim online, visit [www.emergency.smartcommute.ca](http://www.emergency.smartcommute.ca).**