

SMART TRIPS

Make a difference anywhere you go

Emergency Ride Home

WhatcomSmartTrips.org

What is Emergency Ride Home?

The Emergency Ride Home program can provide you with a free taxi ride for an emergency if you arrived to work by bus, vanpool, carpool, bicycling or walking.

Who can use it?

You are eligible if you are 1) a current WTA bus pass-holder, or a registered Smart Trips participant and 2) if you arrived to work (on the day of the request) by bus, vanpool, carpool, bicycling or walking.

Eligible participants can receive up to three Emergency Rides Home per calendar year.

When can you use it?

- You or a family member becomes ill during your work day
- Your supervisor requires you (unexpectedly) to work past your normal quitting time
- Your carpool or vanpool driver experiences any of the above situations
- 8am to 8pm on weekdays
- Up to one brief stop can be made between the worksite and final destination (for example, in the event a family member needs to be picked up from a school or medical facility and taken home)
- Emergency Ride Home trips CAN NOT be booked for: personal errands, scheduled medical or other appointments, transit delays, rain or inclement weather, expected or foreseeable overtime

How do you use it?

- Call **360-676-RIDE** to book your ride
- The WTA Customer Service Representative will confirm that you are a current WTA bus pass holder or a registered Smart Trips participant
- The WTA Customer Service Representative will request your travel information, assign you an authorization number and book a taxi pick-up for you
- When the taxi arrives, give them your authorization number and show your current bus pass (if applicable)



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