



EMERGENCY RIDE HOME PROGRAM INSTRUCTIONS

Regular employees who use commuter options such as carpool or vanpool, transit, shuttle, bike, or walk to work (who don't drive alone) may receive a FREE Emergency Ride Home (ERH). If the employee experiences a midday emergency at work (or is required to work unscheduled overtime), they can receive a convenient Uber service to accommodate their travel needs.

CityLine Sunnyvale will pay for an Uber voucher if coordinated through the Commuter Concierge. If the employee coordinates their ride home via the Commuter Concierge, they will receive an Uber voucher through their Uber app. Pre-registration in the ERH program is required.

QUALIFYING EMERGENCIES

Verify whether the request qualifies for an Emergency Ride Home. Qualifying situations include:

- An illness affecting the employee or an immediate family member (for example, a sick child at daycare or school)
- The carpool driver experienced an emergency, and the employee was left behind
- Eldercare or daycare emergency
- An emergency at the employee's residence
- Unforeseen or unscheduled overtime requested by a supervisor or manager
- Other personal emergencies—needs to be a "true" emergency
- A broken bicycle, a stolen bicycle, or severe weather creates a dangerous situation for bicycling or walking

Valid destinations for using an ERH service include an employee's home, daycare or elder care facility, local transit station, and park and ride lot.

Non-Qualifying Situations

An Emergency Ride Home may **NOT** be used for:

- Personal errands
- Pre-planned medical appointments
- Medical emergency where an ambulance is needed
- Business-related travel
- Flat tire on an automobile (that isn't a carpool)
- Dead battery in a vehicle (that isn't a carpool)
- Unauthorized overtime
- Missed transit due to poor planning
- Late transit or transit breakdown
- Natural disasters or civic emergencies such as an earthquake, terrorist attack, or demonstration
- Transportation to a doctor or hospital resulting from an on-the-job injury
- Non-emergency related side-trips on the way to the ERH destination



CITYLINE SUNNYVALE

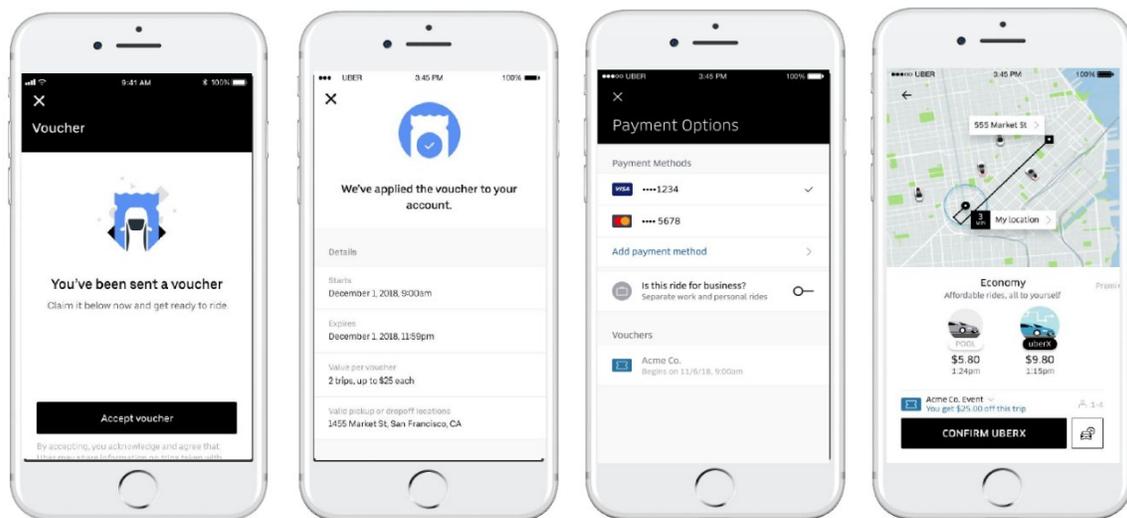
ERH Use Management

ERH activities will be monitored and audited. If CityLine Sunnyvale's ERH program is misused or for invalid reasons, the employee will be held responsible for cost reimbursements.



1. Pre-registration is required. Register [here](#).
2. Call or email the Commuter Concierge to request a ride at (650) 338-4405 or Commute@Sunnyvale-Cityline.com to request an ERH between 9 am and 5 pm, Monday through Friday.
3. Tell the concierge you are making an Emergency Ride Home service request.
4. State your name and employer, nature of your emergency, how you traveled to work, phone number (preferably the phone linked to your Uber account), and desired departure time (this can be later in the day/evening).
5. You will receive a credit from the Commuter Concierge to your stated phone number or email address that will automatically deposit into your account when you order an Uber from your specified location.
6. Use the Uber smartphone or web application to order your emergency ride home from the CityLine Sunnyvale campus.

UBER STEPS



Accept the voucher by tapping on the URL link

View the voucher usage details

Toggle vouchers on in the payment selector

Automatically select for use on trips that meet the requirements

LIMITATIONS

- Each employee is limited to (3) three qualified rides per year.
- Each ride's budget limit is \$55.00.
- Departure location must be from 100-190 Mathilda Place.
- The voucher is only valid for same-day use.
- An alternative transportation mode (driving alone is not eligible) must be taken to work at least (3) three times per week.

