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The Emergency Ride Home Program (ERH): Frequently Asked Questions (FAQ's)

1. What Is The ERH?

The Emergency Ride Home (ERH) program is a Transportation Demand Strategy (TDM) that guarantees students, staffs, and faculty a ride to their residence, and to certain other destinations under very specific circumstances of need. It is intended for people who regularly utilise forms of transportation other than a Single Occupancy Vehicle (SOV). SOV users are ineligible to use the program.

2. What Is The Purpose Of The ERH?

The purpose of an Emergency Ride Home program is to provide a ‘safety net’ to those who choose an alternate form of transportation. These alternate forms of transportation can include, but are not limited to:

- Public transit
- Bike
- Carpool
- Vanpool
- Walking

An Emergency Ride Home program is the elimination of the psychological barrier associated with commuting via alternate forms of transportation and commuting in a Single Occupancy Vehicle. Indeed, in a number of surveys including the UBC transportation surveys of 1998 and 2000, one of the barriers to alternate forms of transportation was the idea of “what if.” An ERH program is, ideally, never used but provided in the case that it is truly needed.

3. Who is covered?

a. Undergraduate Students:

- Represented by the Alma Mater Society.
- According to the 2000 Transportation survey, 17.50% of full-time undergraduate students currently live on-campus in the various university residences. These students would be ineligible for the ERH program.

b. Graduate Students:

- Represented by the Graduate Students Society

- According to the 2000 Transportation Survey, approximately 17.50% of Graduate Students live on-campus. These students would be ineligible for an ERH program.

c. University Staff:

- All university staff are eligible for The ERH Program
- CUPE 116 Taxi Arrangements for Employees (Night Shift):
This passage comes directly from the most recent collective agreement available from CUPE 116, page 55.

“Whereas employees may find difficulties in transportation at night, it is agreed that where such problems arise with employees required to work after 11:00 p.m. and before 6:00 a.m., that the following or similar arrangements be made.

1. A taxi company is selected to supply transportation to their place of residence.
2. The senior supervisor in a department where employees work late and require taxi transportation be authorized to sign a slip stating, "please transport _____ to _____ Avenue/Street." This slip will have the date and time on it.
3. Each month the taxi firm will submit a bill to the University accompanied by the authorized signatures.
4. The taxi company will be supplied with a list of authorized signatures forwarded by the University.”

The above arrangement is separate from the ERH Program.

d. UBC Faculty:

- Represented by the University Faculty Association.

4. Conditions For Eligibility:

- Must have used alternate form of transportation on the day in question. Acceptable modes of transportation are:
 - Carpooling.
 - Vanpooling.
 - Public Transit.
 - Bicycling.
 - Walking.
 - Any other non-SOV form of transportation.
- Must be a member in good standing of their respective unions and/or associations (AMS/GSS).
- Must have a valid reason for using the ERH service and must follow set guidelines (listed below).
- Service may only be used for trips between University and location of emergency, a residence, hospital, or to the parked location of a vehicle (i.e. a park and ride).

- Intermediate stops may be made only if the stops directly pertain to the emergency. For example, you can stop and pickup a child from day-care or stop at the pharmacy to pick up a prescription if it is related to the emergency.
- Program may only be used a maximum of four times per year.
- Unused days do not carry over to future years.
- Emergency rides will not be available when extreme weather conditions cause the university to close and send employees home. Additionally, this service does not apply when bus service is erratic due to inclement weather or labour disputes.
- The user pays for the service up front; the ERH program will cover 90% of the taxicab fare, without a tip. User must complete the application form that includes a contact number to confirm the nature of the emergency.
- In both cases, tips are optional and are the employee's, and solely the employee's responsibility.

Acceptable situations for using the ERH:

- Sick or injured family; presence is required immediately.
- Sick or injured partner/significant other; presence is required immediately.
- Personal illness that prevents employee from using normal and standard means of transportation.
 - For example, planned carpool does not leave until 6:00pm and employee is too ill to carry on with work. Supported by departmental first-aid attendant or hospital.
- Personal Injury that prevents employee from using normal means of transportation.
 - For example, employee has an injured back and is unable to continue work. Supported by departmental first-aid attendant or hospital.

Unacceptable Situations for a ERH Program:

- Missed Carpool.
- Missed Vanpool.
- Missed Transit.
- Missed Last bus.
- Shift changed/cancelled.
- Too inebriated to drive.
- Course cancellations/class ended early.
- Use of ERH to location other than that of emergency.
- Late for a scheduled or unscheduled appointment.
- Use of ERH to pick up car from repair shop.
- Any other non-emergency use.