

Emergency Ride Home Procedure



Emergency Ride Home

Smart Trips Emergency Ride Home (ERH) program provides a free ride home from work for part-time and full-time employees who have an emergency on a day that they used alternative transportation. If you require an ERH, book your ride home in whatever form you wish (Uber, Lyft, taxi, etc.) and save your receipt. Redeem this reward and a reimbursement claim form will be emailed to you.

Qualifications

You are qualified for our ERH program if you've used an alternative mode of transportation to get to work, and:

- An immediate family member (defined as spouse/partner, parent, or child) suffers from an illness or injury,
- Unscheduled overtime is required by your supervisor (written proof from supervisor must be submitted with receipt),
- Your carpool driver has to stay late or leave early due to unscheduled overtime or an emergency, or
- Unpredicted severe weather prevents you from bicycling or walking home.

Eligibility:

You are eligible for reimbursement if:

- You have logged an alternative mode of transportation in the last 30 days,
- You are a permanent part-time or full-time employee, and
- You are a participant who lives and/or works in Knox, Blount, Loudon, Anderson, Jefferson, or Sevier counties.

This program does not apply to any trips other than workplace commutes. The ERH program does not cover rides for personal errands, pre-scheduled medical or other appointments, or other instances where transportation could have been scheduled in advance. The only side trip allowed is one to pick up a family member on the way to your destination. The ERH does not cover gratuity. Reimbursements are non-transferable. They are only valid for the user applying for the ERH program.

How do I arrange an Emergency Ride Home?

Contact and schedule your preferred mode of transportation (Uber, Lyft, taxi, etc.). Do not keep the driver waiting for more than five minutes. Smart Trips will not reimburse any fees associated with tardiness.

Procedures for ORNL and Y-12 Participants Only

Y12 Employees

When you have a qualified emergency (see guidelines), contact Metro Cab to provide your Emergency Ride Home service. Please allow the taxi service 30 to 45 minutes to reach Y-12 due to travel time from locations in Knoxville.

The Visitor's Center is the only approved pick up location for those using Emergency Ride Home vouchers. Your ERH service provider may not pick you up at any place other than the Visitor's Center due to security restrictions.

You may call the Y-12 internal shuttle to take you or have someone else take you to the Visitor's Center to meet your cab. Remember, to allow time for your taxi to arrive but please do not keep them waiting beyond 15 minutes.

If more than one Smart Trips participant is sharing the ride, EACH participant must submit a voucher for the Emergency Ride Home.

ORNL Employees

When you have a qualified emergency (see guidelines), contact Metro Cab to provide your Emergency Ride Home service. Please allow the taxi service 30 to 45 minutes to reach ORNL due to travel time from locations in Knoxville.

The Visitor's Center is the only approved pick up location for those using Emergency Ride Home vouchers. Your ERH service provider may not pick you up at any place other than the Visitor's Center due to security restrictions.

You must call the Visitor's Center to inform them that a taxi will be coming to pick you up. The Visitor's Center will call the guard at the portal to inform them of the taxi pick up. After hours, you will need to contact LSS.

How do I apply for the reimbursement?

Login to your Smart Trips account.

Click the ERH tab, then click Emergency Ride Home.

Fill out the form accordingly.

Attach a scanned copy of the receipt from your trip (.jpg, .pdf file only). If you prefer to mail your receipt, please mail it to:

Smart Trips
400 Main St., Suite 403
Knoxville, TN 37902

*Please note that the reimbursement process will not begin until a copy of the receipt has been received.

If working required unscheduled overtime, please email a note from your supervisor to smartrips@knoxplanning.org. The note must include the date of the incident, a brief description of the incident, and your supervisor's signature and contact information. If you would prefer to mail the note with your receipt, please mail it to the same address listed above.

If more than one person split the Emergency Ride Home, each person must submit a form below and attach a receipt.

Who do I contact if I have questions?

Please email the Smart Trips team at smartrips@knoxplanning.org.