

Emergency Ride Home

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Introduction

The SmartRideshare platform provides a comprehensive Emergency Ride Home (ERH) module along with workflows on the user and administration side. Network administrators can use the module to provide ERH to their users. The administration application provides many ways to configure ERH specific to a network's needs. The program offers methods for self-service usage as well as administered usage. Self-service usage may be through promo codes where the user can request a ride and the system provides the user with a promo code for an approved transportation provider set up by the network (for example: Uber, Lyft, Taxi, Car2Go, ReachNow, etc). Self-service usage may also be through printable vouchers where the user can request a ride, generate and print a voucher that provides means to take the ride without calling the administrator. Some networks may choose administered usage where the administrator must approve each request before the ride and the configuration options allow this usage as well.

The administration application provides options for configuring appropriate eligibility criteria, number of rides allowed per user during a term, approved transportation providers for the ride, etc. The administration application also provides means for processing ride requests, enrollment requests, block list management and detailed reporting allowing administrators to track ERH usage for each user and each provider.

On the user side, a user can join multiple ERH programs depending on the networks the user is part of. For example, the user's employer may provide an ERH program and the user's city jurisdiction may also provide an ERH program. If the user qualifies, the user can join both the employer ERH program and the city's ERH program. The user can thus take advantage of multiple ERH programs offered through a single system.

This document shows the capabilities available in the ERH module both on the user side and on the administration side by featuring sample configurations. These sample configurations are provided for illustrative purposes only and do not form an exhaustive reference. The system provides many methods of configuring and providing ERH that may suit a network and administrators are advised to review the module to determine configurations that may best suit their business processes.

User View - Enrollment

In the SmartRideshare platform, ERH appears on the user's Commute Services tab. If the ERH program is set up such that user's must enroll in the program to qualify, the user is presented the enrollment application. An ERH program may be provided to all network users without requiring enrollment – when configured for no enrollment, the enrollment application process is skipped.

The screenshot shows the 'Enrollment Application' form for the 'Guaranteed Ride Home' program. At the top, there is a logo with icons for a bicycle, a person walking, a car, and a van. The title 'Guaranteed Ride Home' is followed by a description: 'Guaranteed Ride Home (GRH) provides commuters who regularly vanpool, carpool, or take transit with a reliable ride home when one of life's unexpected emergencies arises. Commuters are able to use GRH for personal emergencies and unscheduled overtime up to four times per year. The ride home is free (excluding gratuity, fuel and insurance charges).' Below this, the form contains several fields: 'Name' with the value 'John Smith'; 'How many days per week do you commute to work?' with a dropdown set to '5'; 'How do you usually get to work?' with a dropdown set to 'Bus'; 'Which service do you prefer?' with a dropdown set to 'UberPool'; and 'How did you hear about the program?' with a dropdown set to 'Employer'. There is a checkbox labeled 'I understand and agree to the participation guidelines of the program.' which is checked. Below the checkbox is a link: 'Click here to read the participation guidelines.' At the bottom of the form is a green button labeled 'Submit Application'.

Figure – Sample user view of enrolling into an ERH program. Enrollment is an optional configuration available to some networks.

Allowed commute modes are configured using the administration application. The user is required to select one of the allowed commute modes in order to enroll in the program.

This section shows a sample service / transportation provider. Administrators can set up the transportation providers they need independently.

This section shows a sample logo and content for the ERH program. These may be configured via the administration application.

Note – Enrollment is optional and is only available to the following network types: Regional, County, City Jurisdiction and TMA.

Admin View – User Enrollment Related

Administrators can choose to enable program enrollment and also select commute modes for which the program is enabled. Enrollment workflows are built in so administrators can process enrollment requests submitted by users through the administration application.

Program Enrollment

Is program enrollment required: ☒ Yes ☐ No

Notify when enrollment application is submitted: ☒ Yes ☐ No

Qualifying modes for enrollment:

| | |
|---|---|
| <input checked="" type="checkbox"/> Carpool | <input checked="" type="checkbox"/> Vanpool |
| <input checked="" type="checkbox"/> Bus | <input type="checkbox"/> Bike |
| <input checked="" type="checkbox"/> Train | <input type="checkbox"/> Walk |
| <input type="checkbox"/> Telework | <input type="checkbox"/> Other |
| <input type="checkbox"/> Drive Alone | <input type="checkbox"/> Light Rail |
| <input type="checkbox"/> Streetcar | <input type="checkbox"/> Passenger Ferry |
| <input type="checkbox"/> Compressed Work Week | <input type="checkbox"/> Did Not Work |

Figure – Configuration options for the administrator for program enrollment.

Allowed commute modes are configured here. The user is required to select one of the allowed commute modes in order to enroll in the program.

Enrollment Requests

Name: [John Smith](#) Enrolled On: 3/5/2017

Email: user4@carpoolcommunity.com Phone Number: 4251112222

Employer:

Home Address: 195 Parkway Dr, Boise, ID 83706, USA

Work Address: 3900-3978 S Morningwind Ave, Boise, ID 83706, USA

Mailing Address:

Commute Days: 5 Usual Commute Mode: Bus

How did you hear about the program? Employer Preferred Service: UberPool

Enter Comments:

Comments entered will be sent to the user

☒ [Approve Enrollment](#) ☐ [Reject Enrollment](#)

Figure – The administrator can review details provided during the application and provide optional comments when processing enrollment requests for the ERH program. Details shown include the usual commute mode and number of days per week the user takes the commute mode.

NOTE – If the enrollment application is being rejected, consider providing comments to the user as to why it is being rejected (for example – the user must associate with their employer network before re-applying). If an application is rejected, users are able to apply again unless the user is added to the block list.

User View – Requesting ERH

In the SmartRideshare platform, ERH appears on the user's Commute Services tab. The user may be part of multiple ERH programs from various networks. When requesting ERH, the user is required to select the appropriate ERH program and submit the request. For prepaid and reimbursement based programs, the user must also fill out the date the ride was taken (could be the current date).

NOTE - For promo code based ERH programs, the user is not required to fill in the date as the user request can only be for the current date. A user can only submit an ERH request if there are promo codes available for the selected provider.

Guaranteed Ride Home

Reason For Ride Request: Personal illness

Commute Mode On Day Ride Used: Bus

Start Address: John's Work (3900-3978 S Morningwind Ave, Boi

Destination Address: John's Home (195 Parkway Dr, Boise, ID 83706, I

Transportation Provider: UberPool

Comments:
I had to leave early and could not wait for the bus at 6.

Eligibility Criteria: Guaranteed Ride Home (GRH) provides commuters who regularly vanpool, carpool, or take transit with a reliable ride home when one of life's unexpected emergencies arises. Commuters are able to use GRH for personal emergencies and unscheduled overtime up to four time per year. The ride home is free (excluding gratuity, fuel and insurance charges).

Submit Request

Figure – The user can submit an ERH request by filling out a form that includes the origin and destination of the ride and the preferred transportation provider.

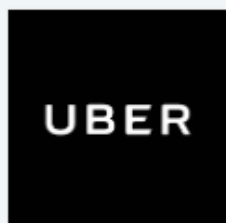
This section shows transportation providers configured by the network administrator. Administrators can set up multiple transportation providers as needed for their own network. For promo code based programs, the promo code for the selected provider is issued immediately.

User View – Promo Code

For promo code based ERH programs, when the user submits an ERH request – the system immediately issues the user a promo code from the available codes. The promo code is shown along with any logos and content configured by the network administrator.

Valid promo codes will apply to your account. Please note that promo codes are automatically applied in reverse order. Your most recently added promo code will be applied to your current or next trip.

To receive referral credit, share your personal referral code with friends. Your credit will arrive after they take a first trip.



Promo Code:
QM9EMR


1. Select PROMOTIONS from the app menu.
2. Tap Add Promo Code.
3. Enter your promo code and tap Apply.

For questions, contact [1-800-UBERNOW](tel:1800UBERNOW). Valid promo codes will apply to your account. Please note that promo codes are automatically applied in reverse order. Your most recently added promo code will be applied to your current or next trip.

Figure – Sample view of promo code issued through a promo code based ERH program. Networks can customize all content and logos presented in the view.

User View – Voucher Based

In some cases, networks may require users or service providers to send in paper vouchers corresponding to each ERH request and ride taken/provided. ERH programs that are prepaid or reimbursement based can be configured with printable vouchers. Once a user submits an ERH request, the user / admin may print the voucher and use it appropriately.



GRH Program Voucher
WAY ALTERNATIVE MODES

TO BE COMPLETED BY SERVICE PROVIDER
Date: _____
Company Name : _____
Taxi Cab Number : _____
Trip Mileage : _____
Taxi Fare : _____
Authorized Signature : _____

Additional Notes : _____

Voucher Expires : 3/5/2017
Dear **Amber Davis**
Once you print the voucher, fill in with details about your ride home. GRH can only be used to ride home.

TO BE COMPLETED BY MEMBER
How did you arrive at work today? : Bus
Why do you need a ride home today : Personal illness
Telephone : _____
Member's Signature : _____
Date : _____

You must have used an alternative mode to be able to use GRH to get home.
Union Cab : 393983493 Yellow Cab : 349033030 Airport Taxi : 338493333
Union Cab : 393983493 | Yellow Cab : 349033030 | Airport Taxi : 338493333


Figure – Sample ERH printable voucher. The voucher has a section to be completed by the user and a section to be completed by the service provider. The content shown outside the boxed areas can be customized using the administration application.

Admin View – ERH Module

In the administration application, the ERH module appears under the Benefits menu.

Emergency Ride Home

Program is not configured.



[Configure Program](#)
[Manage Transportation Providers](#)
[Manage Block List](#)

Figure – Admin view of the ERH module.

Note – Before configuring the ERH program, decide which type of a program your network needs [Prepaid, Reimbursement or Promo Code]. Once you've decided on the type, decide on transportation providers the program will allow and set up compatible transportation providers in the system. You must set up compatible transportation providers before configuring the ERH program.

Admin View – Configuring Transportation Providers

Network administrators can configure multiple transportation providers that users are allowed to use through the ERH program.

| Type of ERH Program | Compatible Transportation Providers |
|--------------------------|-------------------------------------|
| Prepaid or Reimbursement | Non-promo code based |
| Promo code | Promo code based |

Transportation Provider

Name:

Vendor Name:

Is promo code based? ☐ Yes ☒ No

Image: No file chosen
Image size not to exceed 120 x 120 pixels.

Figure – Adding a sample non-promo code based provider. Non-promo code based transportation provider can be set up by providing a name, a vendor name and an optional image or logo.

Transportation Provider

Name:

Vendor Name:

Is promo code based? ☒ Yes ☐ No

Threshold for re-fill reminder:

Redeem Instructions:

1. Select PROMOTIONS from the app menu.
2. Tap Add Promo Code.
3. Enter your promo code and tap Apply.

Contact Instructions:

For questions, contact 1-800-UBERNOW. Valid promo codes will apply to your account. Please note that promo codes are automatically applied in reverse order. Your most recently added promo code will be applied to your current or next trip.

Details:

Valid promo codes will apply to your account. Please note that promo codes are automatically applied in reverse order. Your most recently added promo code will be applied to your current or next trip.

To receive referral credit, share your personal referral code with friends. Your credit will arrive after they take a first trip.

[Save](#)

Figure – Adding a sample promo code based provider.

These content sections may be customized to show relevant content for the provider. For example, the Redeem Instructions section may have instructions for users on how to redeem the promo code. The Contact Instructions section may have contact information of the vendor in case the promo code did not work or the user had some other question. The Details section is for additional content.

If re-fill threshold is set, the system sends out a reminder if the number of available codes fall below the configured value. Administrators will receive a reminder email within 3 business days of hitting their threshold and then a reminder every two weeks thereafter until more codes are added. Reminders are only sent for providers that are enabled in the program.

Admin View – Importing Promo Codes

Promo codes provided by the transportation provider are imported in the system using a comma separated values (CSV) file. The CSV file should have two columns: SequenceNumber and RedeemCode. The SequenceNumber is a number that must be unique for each code in the file that is uploaded.

Import Transportation Provider Promo Codes

Order ID:

Description:

Second order for Uber promo codes for ERH.

Upload the file to import - Must be a CSV file with the extension .csv

Data Preview

| Error Message | Sequence Number | Redeem Code |
|---------------|-----------------|-------------|
| | 1 | ABERG1 |
| | 2 | RVEVGO |
| | 3 | QM9EMR |
| | 4 | FEB0G2 |
| | 5 | B09YUR |
| | 6 | LDMNRG |
| | 7 | PWE9JF |
| | 8 | LMNE90 |
| | 9 | LP092Q |
| | 10 | LDOW4 |

Figure – Importing promo codes for a transportation provider using a CSV file.

| SequenceNumber | RedeemCode |
|----------------|------------|
| 1 | ABERG1 |
| 2 | RVEVGO |
| 3 | QM9EMR |
| 4 | FEB0G2 |
| 5 | B09YUR |

Sample CSV file content.

Note – If the provider sends promo codes in a different format than a CSV, administrators can use tools like Excel or Google Sheets to save the data to a CSV file.

Admin View – Configuring ERH (1)

Once compatible transportation providers have been set up, the ERH program can be set up. Once set up, the ERH program runs through a “term”. Administrators can set up the maximum number of rides allowed per user per term. Within the term, the program restricts the number of ERH rides by each user to the configured number. Note – the term does not reset when dates are updated. To reset a term, administrators must mark the end of term and restart a new term.

Program Configuration

*** Required Fields**

*Show this program to users: ☒ Yes ☐ No

Program name:

*Program start date:

*Program expires:

*Number of rides allowed per user per term:

Qualifying modes:

- ☒ Carpool ☒ Vanpool
- ☒ Bus ☐ Bike
- ☒ Train ☐ Walk
- ☐ Other ☐ Light Rail
- ☐ Streetcar ☐ Passenger Ferry

Payment model:

- ☐ Prepaid
- ☐ Reimbursement Based
- ☒ Promo Codes

*Transportation providers:

- ☒ UberPool ☒ Car2Home
- ☒ LyftLine

Figure – Configuring the ERH program.

If the program is to be taken offline for a short duration without losing any information or resetting usage counts – the program can be turned off by selecting Do Not Show.

The start and expires on date define when the ERH program is launched to users and when it is removed from view. The term for the current program is separate and only resets when administrators explicitly mark end of term for the program.

When requesting an ERH, users will be required to select one of these modes as their mode of commute on the day they need the ride. If the ERH is only for a few modes, those modes should be selected here.

The payment model selected here does not limit the scenarios a model may be used. For example, a reimbursement based program can be used for workflows where the user has a prepaid voucher, so the user does not need to pay for the ride, and the transport provider is reimbursed. Administrators are advised to review the workflows with the particular payment model and use the model that fits their business processes.

Admin View – Configuring ERH (2)

The ERH program must have at least one compatible transportation provider selected.

The screenshot shows the 'Configuring ERH' interface. At the top, under '*Transportation providers:', three providers are checked: UberPool, Car2Home, and LyftLine. Below this are two notification options: 'Notify user when submitted ride request is processed:' and 'Notify administrator when ride request is submitted:', both with 'Yes' selected. The 'Program Administrator's Email Address:' is 'grhadmin@domain.com' and the 'Participation Guidelines Link:' is 'http://domain.com/grhparticipation.html'. The 'Program Information:' text area contains a description of the Guaranteed Ride Home (GRH) program. The 'Program Logo:' section has a 'Choose File' button and a note that the image size should not exceed 120 x 120 pixels, with a set of icons below. At the bottom, 'Restrict to select child networks:' has 'No' selected. Blue arrows point from the callout boxes to the transportation providers, the email address, and the child network restriction options.

*Transportation providers: ☒ UberPool ☒ Car2Home ☒ LyftLine

Notify user when submitted ride request is processed: ☒ Yes ☐ No

Notify administrator when ride request is submitted: ☒ Yes ☐ No

Program Administrator's Email Address:

Participation Guidelines Link:

Program Information: Guaranteed Ride Home (GRH) provides commuters who regularly vanpool, carpool, or take transit with a reliable ride home when one of life's unexpected emergencies arises. Commuters are able to use GRH for personal emergencies and unscheduled overtime up to

Program Logo: No file chosen
Image size not to exceed 120 x 120 pixels.

Restrict to select child networks: ☐ Yes ☒ No

Figure – Configuring the ERH program.

Enable compatible transportation providers for the ERH program. Prepaid and reimbursement based programs require non-promo code based providers. Promo code based programs require promo code based providers.

The email configured here receives notifications when users enroll, request an ERH and when the system sends out reminders to refill promo codes for providers which have lesser number of promo codes available than the configured threshold.

An administrator may choose to configure the ERH program such that only select child networks qualify. Once configured, only users who are part of a selected child network and the higher level network are able to enroll or submit an ERH voucher.

Admin View – Configuring ERH (3)

Prepaid or reimbursement based programs may be set up to use printable vouchers.

Voucher Settings

Use printable vouchers: ☒ Yes ☐ No

Allow user to self-print voucher: ☒ Yes ☐ No

Voucher Header

Header Text:

Main Content

For taxi rides you will have to call (425) 450-4555 and identify yourself to the taxi dispatcher. The dispatcher will ask for your employer; simply state this is a **Emergency Ride Home** when they ask for the "Employer" rather than stating your employer. This will ensure they do not bill your employer for the ride and deny your trip. We have agreements with Far West and Yellow Cab in the County area. If this is an eligible trip, you will be able to get a ride home for up to 60 miles, tip not included.

Closing Content

Make sure you send scan and send the paper voucher by email to grhadmin@domain.com. Make sure you have the taxi provider complete the relevant sections on the voucher and sign the voucher before sending it over.

Union Cab : 393983493 Yellow Cab : 349033030 Airport Taxi : 338493333

Union Cab : 393983493 | Yellow Cab : 349033030 | Airport Taxi : 338493333

Figure – Configuring prepaid or reimbursement based programs with a printable voucher.

These content sections may be customized to show relevant content for the voucher. For example, the Main Content section may have instructions for users on filling out the voucher and utilizing it to take a ride. The Closing Content section may have instructions for the required paperwork associated with the voucher, contact information of transportation providers or other network content.

Administrators can also choose whether to allow users to self-print vouchers. When this option is chosen, users have access to a printable voucher after submitting an ERH request. Self-print vouchers can be useful in some situations. For example, if a user had to work overtime/late hours and had to use the emergency ride home option, the self-service usage provides the user the means to take the ride without calling the network administrator.

Admin View – Block List

Optionally, administrators can utilize the block list feature for the ERH module. Users who are disqualified from the program because of reasons such as abuse or submitting invalid requests can be added to the block list. Users who have been added to the block list do not see the ERH program and cannot submit any ERH requests moving forward. The block list does not reset when the term resets. Administrators can review the list of users that have been blocked and remove from the list.



| First Name | Last Name | Email Address | Phone | Blocked Date | Notes | |
|------------|-----------|-------------------------|------------|--------------|-----------------------------|------------------------|
| Alan | Clark | zzstrzuy@xzrollo.xom | 4252222222 | 2/18/2017 | This user requested wrongly | Remove |
| Aimee | Joshi | zzexerullo@gmzil.xom | 3061111111 | 2/18/2017 | Too many invalid requests | Remove |
| adam | Lee | zensignmh@zol.xom | 2061111111 | 2/18/2017 | Too many invalid requests | Remove |
| adrienne | Johnson | zminterlv@gmzil.xom | 3061111111 | 2/18/2017 | Too many invalid requests | Remove |
| Joseph | Brown | zjgsewlzkek@hotmail.xom | 4251111222 | 2/18/2017 | Blocking because of misuse | Remove |
| Gordon | Brown | zwzitzwhile@zol.xom | 4251111222 | 2/20/2017 | Improper use of ERH | Remove |

Figure – Administrators can add and remove users in the block list and review the currently blocked list.

Whenever users are added or removed from the list, the system sends out an email notification to the user corresponding to the operation. Administrators are able to add comments to these emails that are also included in the email notification.

NOTE – When adding a user to the block list, consider providing comments to the user as to why this is being done (for example – ERH was not used according to the participation guidelines).

Admin View – Processing ERH Requests

This

Requests

Name: [Amber Davis](#)

From: 381 W. Idaho Ave., Ontario, OR 97914, USA

To: 4314 W. Irving St., Boise, ID 83706, USA

Date Request Submitted: 3/5/2017

Date Ride Taken: 03/02/2017

Reason: Personal illness

Calculated Distance: 54.7 miles

Member Comments: I was not well. Left early.

Cost:

Internal Note For Records:

Comments For User:

Comments entered here will be included in the email sent to the user.

Commuter Method: Bus

Transportation Provider Used: Uber

Trip Mileage:

[✓ Approve Request](#) [✗ Reject Request](#) [✗ Reject And Block](#) [↺ Cancel Request](#) [🖨 Print Voucher](#)

Figure – Processing an ERH request.

If paper vouchers are used, administrators can compare the information on the voucher with the information presented in the screen and approve / reject the request accordingly. Paper vouchers typically contain information such as company name of the taxi/rental car company, taxi/rental fare, trip mileage, etc. This information can optionally be filled out when processing the request. Information filled out when approving / rejecting or cancelling requests is available via the Emergency Ride Home Usage Report.

If the user submits an ERH request and the user does not use the ride provided by the ERH program – the Cancel Request option can be used. In case of reimbursement based model – cancellation is available to users and administrators. For prepaid and promo code based programs, only administrators can cancel. When a request is cancelled, the request is not counted towards the quota available for the user during the term.

If the self-service usage is turned off, administrators can use this link to print the voucher and provide the voucher to the user.

Admin View - Reports

Reports are available under the Reports menu. The reports available in the ERH module are listed below. All reports may be exported to Excel and archived externally.

| Emergency Ride Home Reports |
|---|
| Emergency Ride Home Enrollment Report |
| Emergency Ride Home Usage Report |
| Emergency Ride Home Block List Report |

Figure – Reports available for the ERH module.

1. The “Emergency Ride Home Enrollment Report” is available only for network types that support enrollment: Regional, County, City Jurisdiction and TMA. Employer, University and School network types do not have access to this report. The report provides detailed history of enrollment requests received and their corresponding processing status.
2. The “Emergency Ride Home Usage Report” provides detailed history of ERH usage including user information of the user requesting the ride, reason for the request, date submitted and the corresponding processing status of each request. Administrators are able to filter the results to a particular transportation provider and thus report on rides taken per transportation provider.
3. The “Emergency Ride Home Block List Report” lists all the current users in the block list along with the date the user was added to the list and the number of rides taken.