

TRAVELwise



Bus, bike, walk, rideshare!



Region of Waterloo

TravelWise Emergency Ride Home

As an employee at a participating TravelWise workplace, you are eligible for Emergency Ride Home reimbursement. If you have an unforeseen emergency on any day you use a sustainable method to commute to work, you can request reimbursement of up to \$75 (inclusive of all applicable taxes), for your emergency transportation costs. **Ensure you retain all emergency transportation receipt(s).**

You may only use the Emergency Ride Home Service for unplanned reasons. If you don't know whether you qualify, review the program terms and conditions attached to this form.

Purpose of Emergency Ride Home Form

The following information is collected by the Regional Municipality of Waterloo's TravelWise Program in order to reimburse your claim and to contact you in the event that the program administrators need to verify your claim and for no other purpose. The Regional Municipality of Waterloo and TravelWise only report on the total number of Emergency Ride Home claims made annually. No personal information is disclosed and the information you provide will be kept confidential.

By completing this form you are agreeing to the statements above. For more information please see the Privacy Statement and the program's Terms and Conditions at the bottom of this form.

Follow these Steps to Request a Reimbursement:

1. Review terms and conditions on the next page to see if your request is eligible.
2. Fill out all fields on this form. We recommend keeping a copy of this form and receipt(s) for your records.
3. Mail this form and your emergency transportation receipt(s) to:

The Regional Municipality of Waterloo
Attention: TravelWise
250 Strasburg Rd., Kitchener, ON, N2E3M6

OR

Print, scan, and email your emergency transportation receipt(s) to:

TravelWise Program
TravelWise@RegionofWaterloo.ca

Please allow 4 to 6 weeks to receive reimbursement. For more information, speak with your TravelWise workplace coordinator, or email us at TravelWise@regionofwaterloo.ca.

TRAVELWISE EMERGENCY RIDE HOME

Name of Your Employer	
Your Full Name Provide your first and last name.	
Your Email Address Provide at least one way for us to contact you.	
Your Phone Number Provide at least one way for us to contact you.	
Mailing Address Provide your full mailing address, including unit or apartment number, street address, city and postal code. We need your address to mail your reimbursement cheque.	
Your Supervisor Provide this in case we need to verify your claim.	
Supervisor's Work Phone Number Provide this in case we need to verify your claim.	— — Ext:
Date Emergency Ride Used Indicate the date you used an emergency ride.	

<p>Time Emergency Ride Used Indicate the time you used an emergency ride.</p>	
<p>Reason for Emergency Ride Explain the reason your required an emergency ride.</p>	
<p>Origin Indicate the origin of your emergency ride.</p>	
<p>Destination Indicate the final destination of your emergency ride.</p>	
<p>Type of Ride Used Check all that apply.</p>	<input type="checkbox"/> Taxi <input type="checkbox"/> Rental Car <input type="checkbox"/> Public Transit <input type="checkbox"/> Other
<p>REIMBURSEMENT AMOUNT REQUESTED Specify total dollar amount of the claim. This cannot exceed \$75.00.</p>	
<p>Signature You must sign this form to indicate you vouch that all information on this form is truthful and correct, and that you agree with all Emergency Ride Home terms and conditions.</p>	

Privacy Notice Statement

The personal information on this form is collected by the Regional Municipality of Waterloo for the purpose of determining your eligibility for reimbursement under the Terms and Conditions of the Emergency Ride Home program. The information will be used solely to verify your claim. Only the total number of claims may be disclosed for reporting purposes. Personal information is collected pursuant to the Municipal Act, 2001, S.O.2001, c.25. If you have any questions regarding this collection, please contact:

The Regional Municipality of Waterloo

Attention: Kevan Marshall, Principal Planner
250 Strasburg Rd., Kitchener, ON, N2E3M6
TravelWise@RegionofWaterloo.ca
[519-575-4400 x7349](tel:519-575-4400)

Emergency Ride Home Terms and Conditions

1. A "TravelWise workplace" is defined herein to mean any workplace that has entered into a TravelWise Program Services Agreement with The Regional Municipality of Waterloo (the "Region").
2. Any commuter at a participating TravelWise workplace is eligible for Emergency Ride Home ("ERH") if they used a sustainable mode of commuting on the day they require a ride home. Sustainable modes of commuting include transit, carpooling, vanpooling, cycling, walking, or any other alternative to single-occupant vehicle travel.
3. Pre-registration is not required for commuters at TravelWise workplaces to be eligible.
4. Commuters may use ERH for any distance, routing and stops they prefer, but will only be reimbursed to a maximum of \$75 per ride (inclusive of all applicable taxes). Commuters are responsible for initial payment of all costs, and are responsible for costs exceeding the maximum.
5. Commuters may only use ERH for unplanned reasons. The Region reserves the right to track individual usage and verify the reason for rides. Only rides from work qualify for ERH coverage in the following situations:
 - a. Personal or family illness, accident, injury or emergency situation;
 - b. Unscheduled overtime, approved by a supervisor; or
 - c. Unplanned absence of a carpooling partner due to his or her having to leave early or stay late unexpectedly.

Situations where travel could have been arranged in advance do not qualify for ERH coverage.

Other situations that do not qualify for ERH include, but are not limited to:

- a. Pre-planned overtime known to commuters;
- b. Overtime performed without a manager request;
- c. Pre-planned medical or personal appointments;
- d. Pre-planned or known absence of a carpool partner;
- e. Business travel;
- f. Personal errands;
- g. Missed transit connections;
- h. Transit delays or cancellations;

- i. Weather-related emergencies;
 - j. Natural disasters;
 - k. Building closures; and
 - l. Power outages.
6. The number of rides commuters can be reimbursed per year is limited to four (4). The Region reserves the right to track individual usage and verify multiple rides for individual commuters within a single year.
 7. There are no limits on the type of transportation commuters can choose for an emergency ride. Commuters may use multiple methods during the ride home (such as a taxi trip, then a GO Transit trip).
 8. When requesting reimbursement, commuters must submit the following:
 - a. Company name;
 - b. Name, e-mail address and phone number;
 - c. Mailing address for reimbursement;
 - d. Supervisor name and work phone number;
 - e. Date and time of emergency ride home;
 - f. Reason for emergency ride home;
 - g. Origin and destination;
 - h. Type of ride vendor(s) used;
 - i. Total requested reimbursement (to \$75 maximum);
 - j. Original ride receipt(s); and
 - k. A signature, indicating the commuter vouches that the information is accurate and honest, and agrees to these terms and conditions.
 9. Commuters may submit claims, together with copies of receipt(s), via regular mail to **The Regional Municipality of Waterloo, Attention: TravelWise, 250 Strasburg Rd, Kitchener, ON N2E 3M6**
OR
Commuters may email claims, together with scanned receipt(s), to:
TravelWise Program at TravelWise@RegionOfWaterloo.ca
 10. Downloadable forms will be available at www.regionofwaterloo.ca/travelwise (the "TravelWise Website"), and will provide instructions for submission.
 11. The Region takes no responsibility for lost, misdirected, incomplete, or illegible claims or receipts or for failure of the Website, for any problems or technical malfunction or any computer online systems, servers, access providers, computer equipment, software, failure of any email or traffic congestion on the internet or at any Website, or any combination thereof including any injury or damage to an applicant's or any other person's computer related to or resulting from using or downloading any material in this Emergency Ride Home program. The Region reserves the right, in its sole discretion, to cancel or suspend the email portion of this Emergency Ride Home program should a virus, bug or other cause beyond the reasonable control of the Region corrupt the security or proper administration of the Emergency Ride Home program. Any attempt to deliberately damage any Website or to undermine the legitimate operation of this Emergency Ride Home program is a violation of criminal and civil laws, and should such an attempt be made, the Region reserves the right to seek remedies and damages to the fullest extent permitted by law, including criminal prosecution.