

Lyft Program Procedures

1. Emergency Ride Home

To register:

- Fill out the registration form online at <https://www.masco.org/content/emergency-ride-home-program-0>
- CommuteWorks will verify your enrollment and send you detailed information about the program

When you have an emergency and need to use the service:

- When you call or email CommuteWorks, we will book the Lyft ride for you. Call us at 617-632-2796 or email commuteworks@masco.harvard.edu.
- If you have the Lyft mobile app, you will receive the driver's information and ride updates through the mobile app. If you don't have the app, then CommuteWorks will send you the Lyft driver's information and vehicle location
- When your Lyft arrives, you will ride in the Lyft vehicle to final destination
- Within five days of the emergency ride home, you will complete the Confirmation Report feedback form and return to CommuteWorks via email, mail or fax

2. CommuteLine

- Register online at <https://www.masco.org/directions/LyftLine-Carpool-Form>
- CommuteWorks will email you and your employer to confirm enrollment in the program and to place your on-site payroll deducted parking space "on hold" for three calendar months
- Download the Lyft app (use your work email to ensure eligibility)
- CommuteWorks will credit your Lyft account with \$40 in Lyft credits per month over the three calendar month period for up to a total of \$120 in credits
- You will use the Lyft Line feature in the Lyft app each time you need a ride to or from work
- You can book your ride up to seven days in advance!

3. CommuteFlex

- Find a carpool (if you don't have one already) on [Bay State Commute](#)
- Register yourself and your fellow passengers online at <https://www.masco.org/directions/Lyft-Pool-Flex>.
- Once approved, CommuteWorks will credit the whole rideshare with 4 Lyft ride credits (up to \$20 per ride) per month over the three calendar month period, for a maximum of 12 Lyft ride credits (up to \$240.00 value.)
- Each member can receive 5 near-site parking passes per month

