

CommuteWorks Lyft Emergency Ride Home Procedure

To register:

- Register online: <https://www.masco.org/content/emergency-ride-home-program-0>
- CommuteWorks will verify your enrollment and send you detailed information about the program via email

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 tell you the Lyft driver's information and vehicle location over the phone
- When your Lyft arrives, you will ride in the Lyft vehicle to your 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

