

City of Summit Ridesharing Program
Instructions for Prepaid Parking Customers

Welcome to Summit's Rideshare Program utilizing LYFT or UBER. We are thrilled to have you join us in our effort to reduce congestion in our local parking lots. To qualify for the program, you must have a valid City of Summit parking permit. To enroll in the program, please fill out and submit the application form. Once you are notified by email that you are enrolled in the program you will be given the following instructions.

Please read this entire email, as it contains vital information about the program and instructions on how to get your ride, when and where you need it.

Important details:

- All trips must take place Monday through Friday between the hours of 5am and 8pm.
- The number of rides is capped at 2 per weekday—one trip from within the city of Summit to the Summit train station, and vice versa for the return trip.
- The LYFT pickup and drop-off location at the train station will be at the intersection of Railroad Avenue and Maple Street; however, to receive the subsidized fare, you must enter "40 Railroad Avenue" in the app as the train station address.
- Summit residents who pre-pay for a monthly parking pass at the train station will be charged a \$2 flat rate per ride. Participants are responsible for any fees over \$15 per ride in addition to their original \$2 ride payment.

How to request your subsidized ride for Lyft:

1. Open the LYFT app.
2. Choose a LYFT vehicle; all other choices will be billed to you as the customer. The City of Summit is only responsible for Lyft rides (not Line, Plus, Premier, Lux or Lux SUV).
3. Enter your pickup address and destination (remember: your trip must be between a Summit address and "40 Railroad Avenue" as the train station address), and tap "Set Pickup Location."
4. Continue through the app to request a ride.

Lyft offers scheduled rides for up to 30 minutes or one week prior to your ride.

LYFT CANCELLATION POLICY: There is a \$5 cancellation fee that will be billed to the customer. In addition, there is a \$10 scheduled ride cancellation fee.

How to request your subsidized ride for Uber:

1. You will be sent an invite from Uber – accept and open the Uber app.
2. Choose Ride and enter your pickup address and destination (remember: your trip must be between a Summit address and "40 Railroad Avenue" as the train station address in order to receive the subsidized fare).
3. Choose Business Account, choose UberX; all other choices will be billed to you as the customer. The City of Summit is only responsible for UberX rides (not UberXL or Black).
4. Continue through the app to request a ride.

Uber offers scheduled rides up to 30 days in advance, for which Uber charges an additional fee.

UBER CANCELLATION POLICY: There is a \$5.75 cancellation fee that will be billed to the customer.

Still have questions? You can email parking@cityofsummit.org for additional information. We look forward to riding with you!

If you need assistance, you can contact the following:

* Parking Services Director Rita McNany

* LYFT directly at https://help.lyft.com/hc/en-us/requests/new?ticket_form_id=172018

* UBER – On your Uber app choose Account then Help

Thank you for participating in this program.

Rita McNany

Parking Services Director

rmcnany@cityofsummit.org – 908-522-5100