



**OHSU CAMPUS SERVICES**  
**Lyft Concierge Procedure**

Doc. #: 404.11.101	Category: Program Management
Origination Date: 02/24/2021	Effective Date: 04/06/2021
Owner (Title): Brett Dodson, Director of Transportation and Parking Skai Dancey, Associate Vice President of Facilities Scott Page, Chief of OHSU Operations	

**PURPOSE:**

The purpose of the Lyft Concierge program is to provide OHSU departments and groups with a platform to request and schedule Lyft rides for OHSU members and non-patient guests that need a department paid commute option to campus.

**PERSONS AFFECTED:**

OHSU members and department's non-patient guests.

**DEFINITIONS:**

1. Account Admin: Account members that can request Lyft rides for others; view all active, historical, and future ride requests; view all start and ending ride addresses; view monthly billing reports; and add/remove other Agents and Admins.
2. Account Agent: Account members that can request Lyft rides and view all active, historical, and future ride requests.
3. Lyft Concierge: A web-based platform that allows account admins and agents to request on-demand Lyft rides on behalf of their employees and non-patient guests through their own group's account.

**AUTHORIZED USE OF THE PROGRAM:**

1. Requested rides must be approved and requested by one of the account agents.
2. Patient rides cannot be hailed through the Lyft Concierge platform.
3. User cannot be the driver in self-requested ride hail.

**RESPONSIBILITIES:**

1. User must submit application for the creation of a Lyft Concierge program, agreeing to the **Terms and Conditions** of the Lyft Concierge program.
2. Transportation & Parking representative must process and respond to applicant's application.
3. The Transportation and Parking representative must create a new Lyft Concierge account and add admins and agents into the correct Lyft Concierge account.

Lyft Off Program 404.11.101 Rev. 02.24.2021



## OHSU CAMPUS SERVICES Lyft Concierge Procedure

### **PROCEDURE:**

#### **Program Details**

1. The Lyft Concierge program will allow account admins and agents to request and schedule Lyft rides for their OHSU members and non-patient guests.
2. Each account created is responsible for updating and providing proper billing information for their account.
3. Department or group requesting Lyft Concierge account will be responsible for managing, maintaining, and paying all associated fees and expenses.

#### **Suspected Misuse**

Any suspected misuse should be reported to the Transportation & Parking Department for investigation. Misuse or abuse of the Lyft Concierge Program is considered fraud and may result in disciplinary action, up to and including termination.

### **RELATED DOCUMENTS/EXTERNAL LINKS:**

#### **Lyft Terms and Conditions**

### **APPROVING COMMITTEE(S):**

#### **Process Management & Inquiries**

The Director of Transportation & Parking manages the implementation of this protocol. Questions should be directed to the department email inbox at [commute@ohsu.edu](mailto:commute@ohsu.edu) or the Director of Transportation & Parking.