

## Book rides through Curb's Mobile App!

Starting May 18, all NYC H+H employees can take 2 rides per week to or from work through Curb between the hours of 11pm and 6am!

Follow these steps to book through the app for a seamless experience!

**Get the App:** Download the Curb Mobile App for [iPhone](#) and [Android](#)

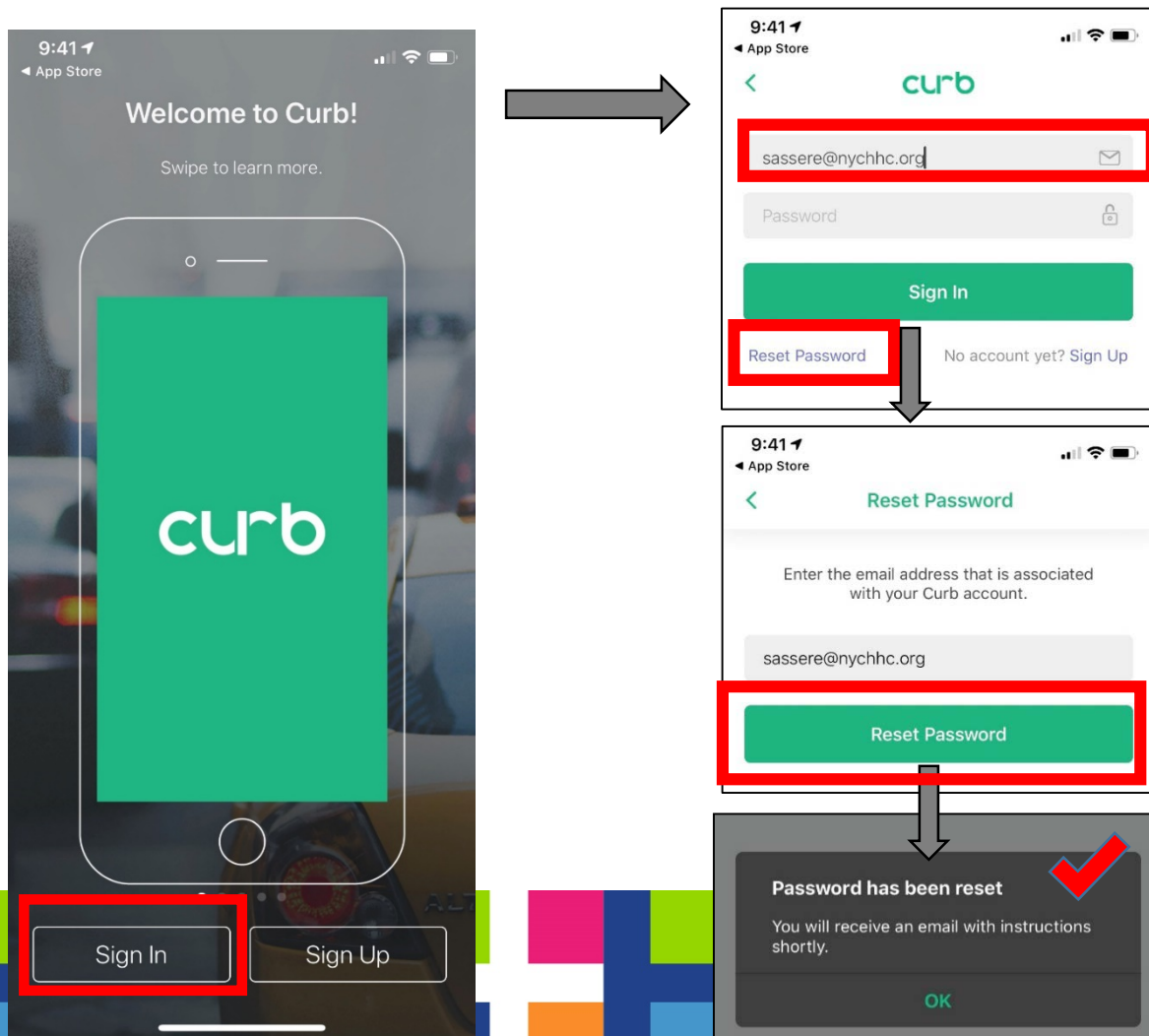
**Login to existing NYC H+H Account:** An account has automatically been created for you. Enter NYC H+H email account ([username@nychhc.org](mailto:username@nychhc.org)) and click reset password\*

**Add your phone number:** Update your Cell Phone Number on your Curb Profile

**Start Booking!** All employees reporting are eligible for 2 free one-way rides per week to or from work between 11pm and 6am.

*\*Do not use your personal email or an existing Curb account. To receive this benefit, you must login with the H+H email account that has already been created for you.*

For all technical questions, please email [hhsupport@gocurb.com](mailto:hhsupport@gocurb.com).



## Curb FAQs

Starting May 18, all NYC H+H employees can take 2 rides per week to or from work through Curb between the hours of 11pm and 6am!

Book a ride through the Curb mobile app or by calling 347-493-2995. For support, email Curb at [hhsupport@gocurb.com](mailto:hhsupport@gocurb.com)

- **Who is eligible?**
  - All NYC Health + Hospitals employees (including Acute Care, Post Acute, Community Care, Gotham, Correctional Health Services and Central Office) can take two rides per week between the hours of 11pm-6am. This offer does not apply to senior management or to agency staff.
- **Are there any restrictions on rides?**
  - Employees may take two one-way rides per week to or from work between 11pm and 6am within the five boroughs of New York City and nearby suburbs. Taxi pick-up service in suburbs may be limited. Ride usage will be monitored and audited on an ongoing basis. Starting May 18, employees are no longer eligible for 4 free rides at any time.
- **How do I get started?**
  - Eligible employees may book a ride by calling **347-493-2995** or downloading the Curb App. If you are not on Curb's list of eligible employees and you believe there was an error, please contact your facility's Transportation Liaison. List can be found [here](#).
- **I'm having technical issues with the app. Who do I contact?**
  - All technical questions should be sent to Curb at [hhsupport@gocurb.com](mailto:hhsupport@gocurb.com).
- **Why did the app require a Credit Card?**
  - To receive this benefit, you must sign-in with your NYC H+H email address. Follow these instructions. Curb should not require a credit card when using your NYC H+H email address ([username@nychhc.org](mailto:username@nychhc.org)). If this issue persists with your NYC H+H email address, contact Curb at [hhsupport@gocurb.com](mailto:hhsupport@gocurb.com).
- **Where will Curb take me?**
  - You can book 2 free taxi rides between 11pm and 6am that take you to and from work only. All eligible rides must include a pick-up or drop-off location of an NYC H+H location. All other rides may be denied or flagged for misuse and could result in the employee being responsible for payment.
  - You can request immediate pickup/drop off within the 5 boroughs. Rides can also be booked for Westchester, County, Nassau County, and parts of NJ (as far as Newark). Rides outside of NYC should be booked in advance.
- **Can I share a ride with another employee?**
  - Unfortunately, no. Like all other ride-sharing vendors, Curb has been required by law to turn off their "share" option. There is only one pickup and one drop off location allowed for each ride.
- **Are there other employee transportation options?**
  - Yes! Contact your local [Transportation Liaison](#) for all employee transportation options. Some sites have Sinai Van Shuttles. See the van schedule [here](#).

