

Ride United General Information

What is Ride United?

The Ride United program provides individuals with transportation to and from various services through Lyft ride services in Lyft supported communities. Users receive up to \$25 per ride through a Lyft coupon code for each service requested.

Geographic Areas Served:

Appleton, Eau Claire, Fond Du Lac, Green Bay, Janesville, La Crosse, Madison, Milwaukee, Sheboygan and Waukesha

Number to call:

This service can be accessed by calling 211 or 833-410-0496.

What reasons can someone request transportation assistance?

Health Issues

- COVID-19 vaccination appointments
- Medical/Dental Eye Appt & Testing
- Substance Use Support
- Mental Health Support/Community Support
- Apply for Medicare/Medicaid/CHIP Services
- Return home from ER
- Veterans Affairs Services
- Pharmacy Services

Employment Issues

- Job Interview
- Commute to/from Work
- Pre-employment needs

Food Related Issues

- Grocery Store,
- Prepared/Hot Meals,
- Food Pantry/Bank,
- SNAP/WIC Benefits Access,

Education

- Enrollment,
- Commute to/from school/class,
- Daycare,
- Guardian School Engagement,
- Library or Internet Access

Legal Issues

- Eviction Court
- Court Ordered Community Service
- Probation/Parole Check-in
- Court Ordered Education
- Commute to/from Court
- Proceedings/Counsel

Housing Issues

- Accessing & Maintaining Benefits (vouchers, rental assistance, etc.)
- Emergency Shelter
- Utilities Assistance

Economic Stability

- Financial Coaching/Empowerment
- Tax Preparation Services
- Essential Supplies (non-food)
- Record Obtainment (SSN, Birth/Death Cert. etc.)
- Transportation Services (DMV, car repair, etc.)

RIDE UNITED FAQ

Who can use this program?

Anyone who requests a need for transportation for any service included and does not have alternative transportation.

How many rides can each individual request?

At this time one person is limited to six Lyft codes (equivalent to 12 one-way rides) per week to maximize the reach of this resource to individuals in WI who need it. This service is not intended as a permanent solution to transportation needs, and is currently scheduled to end by June 30, 2022 or while supplies last. To avoid misuses of this service please confirm with clients what service they will be going to for each code provided. This information must be documented in the spreadsheet provided by 211 | United Way of WI, with each assigned Lyft code.

How old do riders need to be to use this program?

Anyone over the age of 18 can use this service. Minors must be accompanied by someone over the age of 18 to participate in this service.

What safety guidelines and policies are in place?

Riders must follow all safety guidelines and policies found here: <https://help.lyft.com/hc/en-us/sections/6985851934-safety-guidelines-and-policies>

Are rides only provided within Lyft-supported cities, or do they extend outside of city limits?

It is anticipated that Lyft-supported cities (designated by Lyft) provide the greatest likelihood of securing a Lyft, though some rides may be able to be managed outside of that exact geographic area. The Lyft app will reveal where drivers are located, and once a pick-up/drop-off location is input into the app, it will confirm whether or not a ride is possible depending on driver availability.

Are rides wheelchair accessible?

NO, but folded mobility aids can be placed in the trunk.

Is there a way to request a car that can accommodate wheelchairs and/or other accessibility tools?

At this time, Lyft does not have this feature – they only commit that their drivers be able to accommodate a collapsible wheelchair. Service animals are permitted in all Lyft rides.

Will Lyft drivers be able to support riders in getting in and out of the vehicle?

Lyft drivers are not required to offer this support. If someone needs assistance to utilize the service, they will need to make sure they have assistance. Technically the driver does NOT have to get out of the car.

If I schedule a ride (in advance OR on demand), am I guaranteed to get a ride?

No. Lyft rides are dependent on Lyft driver availability and cannot be guaranteed.

What is a Lyft code?

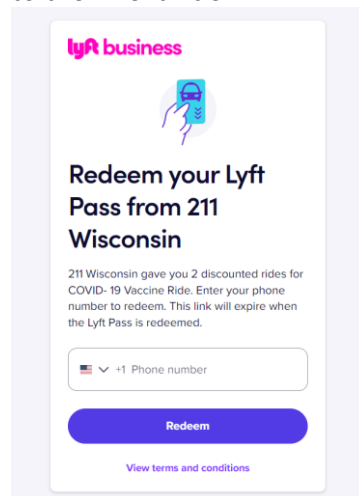
A Lyft code provides users with two Lyft rides, each with a \$25 credit.

How does someone use a Lyft code?

First the rider will have to download the app, create an account, and add a payment method. For more detailed instructions on how to download and create an account with Lyft please see:

<https://help.lyft.com/hc/en-us/articles/115012926947-How-to-create-a-Lyft-account>

After the rider has completed these steps, agents will text or email a URL to the rider. Once the rider receives this URL, they will be prompted to enter their phone number that is linked to their Lyft app to redeem the code. Once the code has been redeemed the credit will automatically be applied to their next ride.



What if the rider is having challenges with adding a payment method into the app?

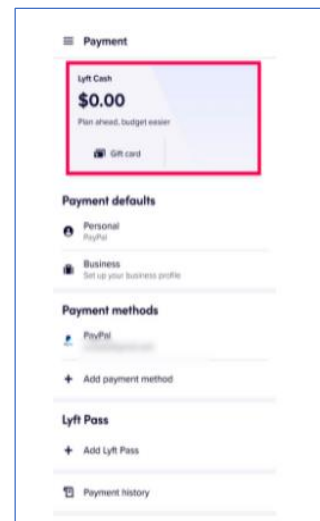
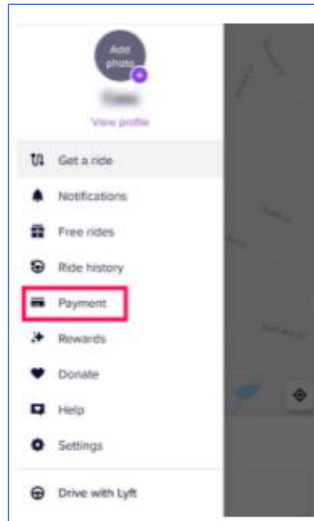
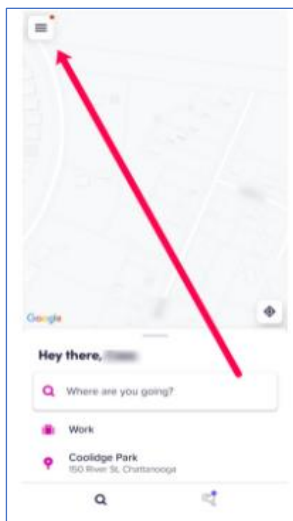
Lyft provides helpful information on this topic, here:

<https://help.lyft.com/hc/en-us/articles/115013080408-How-to-add-or-update-payment-info>

What should the rider do if they are having trouble verifying that the code was redeemed properly?

Direct the rider to press the box with the three lines on the top left of the Lyft app screen. A menu will show and they will then select "payment." On the payment page there is a "Lyft Pass" header.

The codes will be displayed under the Lyft Pass header if the rider redeemed the codes properly.



Can the rider cancel a ride if they already called it?

If the rider is given a Lyft code they can cancel through the Lyft app. If the driver has already moved towards the rider and the rider cancels, Lyft will charge a \$5 cancellation fee. The \$25 credit will expire after a \$5 cancellation is deducted.

Are there any fees within the Lyft app that would not be covered under the \$25 credit?

Lyft codes apply to the ride fare only. Tips, cancellation fees, and damage fees will not be covered with the \$25 credit and will be deducted from the rider’s associated payment information.

If the ride is less than \$25 will the client have leftover money on their account?

No. Once a portion of the \$25 per ride is used, the credit will expire and will no longer show on the rider’s account.

If the rider called a Lyft and the app reported that there are no drivers available, what should the rider do?

The rider can attempt to call another Lyft. The \$25 credit will still be active as no money was deducted. If drivers are still unavailable instruct the rider to contact Lyft support via the chat feature which can be found through the Lyft app. 211 agents are unable to support riders when there are no drivers available.

How do riders access Lyft customer support?

There is a “Help” tab that can be accessed by tapping the boxed three lines at the top left of the page. This will direct the rider to Lyft’s customer support services. Unfortunately, there is not a customer service line riders can call at this time. They may also access Lyft customer support online: https://help.lyft.com/hc/en-us/requests/new?ticket_form_id=724707&selectedOptions=%5B%5D

Will the Lyft codes expire if they are unused?

All Lyft codes expire June 30, 2022.

Will I know the approximate cost of my one-way ride?

Yes. Lyft shows you fare estimates before you request a ride, so you know what to expect to pay.

What should I do if I accidentally left a personal item in the Lyft ride?

<https://lyft-new.zendesk.com/hc/en-us/articles/115012922987-Lost-found-for-passengers#:~:text=Tap%20the%20menu%20icon%20in,simplest%20way%20to%20reach%20them>