



Connecting People to Communities



This project funded by the State of Minnesota and Dakota County

Rideshare 101



What is Rideshare?

- Passenger travels in a private vehicle driven by it's owner
- Available wherever there are drivers (throughout Dakota County)
- Available whenever there are drivers
- Usually about 40% cheaper than taxis

What is Rideshare?

- Rideshare options:
 - Lyft
 - Uber



How to use the Lyft app

<https://www.youtube.com/watch?v=x3D-dTMUlcw>



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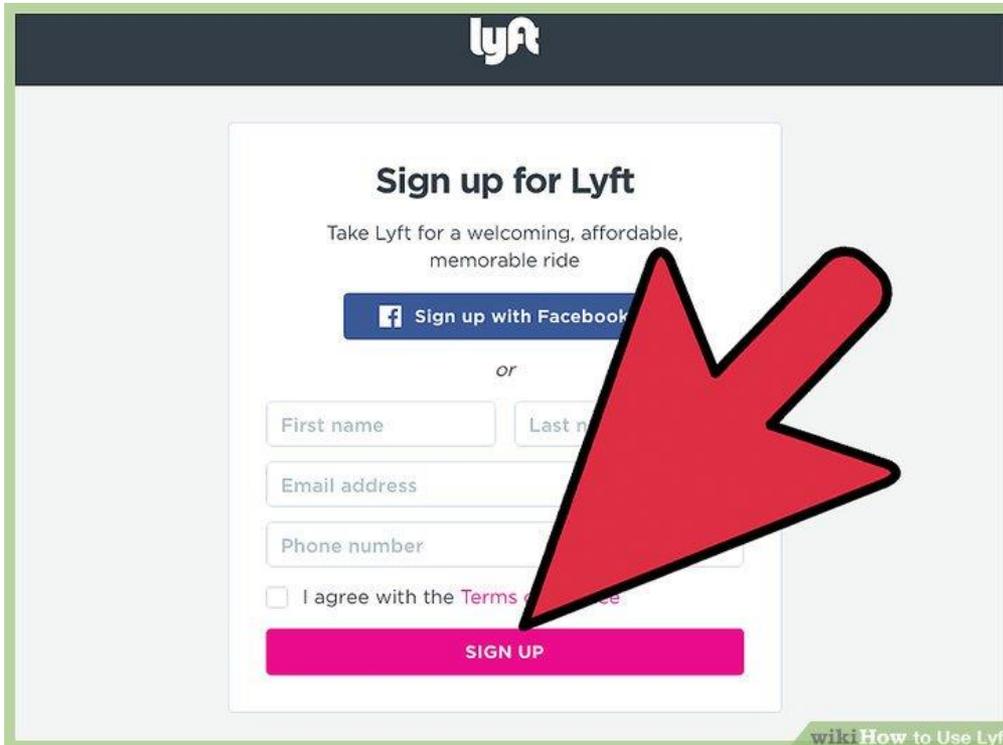


Downloading Lyft



- Download and Install the Lyft app on your smartphone via either:
 - Google Play Store
 - Apple App Store

Sign Up



The image shows a screenshot of the Lyft sign-up page. At the top, the Lyft logo is displayed. Below it, the heading "Sign up for Lyft" is followed by the text "Take Lyft for a welcoming, affordable, memorable ride". There are two main options for signing up: "Sign up with Facebook" (highlighted in blue) and "Sign up with email" (indicated by the word "or" below it). The email sign-up section includes input fields for "First name", "Last name", "Email address", and "Phone number". Below these fields is a checkbox labeled "I agree with the Terms of Service". At the bottom of the form is a prominent pink "SIGN UP" button. A large red arrow with a black outline points directly to this button. In the bottom right corner of the screenshot, there is a small text credit: "wikiHow to Use Lyft".

Login with Facebook or
create an account with
your email address

Sign Up

- Enter your mobile phone number
 - You must be able to receive text messages on this number

< Get started

Get riding within minutes

 ▾ +1 (201) 555-0123

We'll send a text to verify your phone

Or login with [Facebook](#) [wikiHow to Use Lyft](#)

Sign Up

Enter the code that is texted to your phone

< Verify phone number

3 7 6 4 6 6

Enter the code sent to

Resend code

wikiHow to Use Lyft

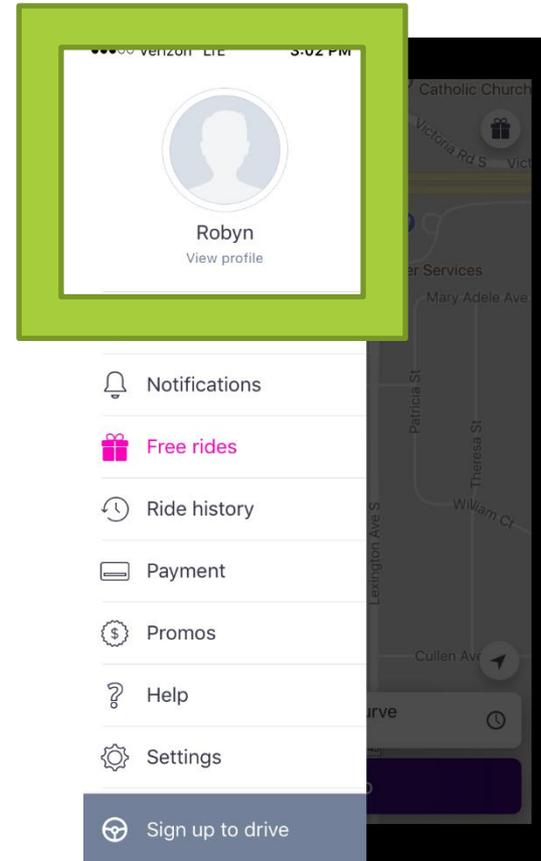
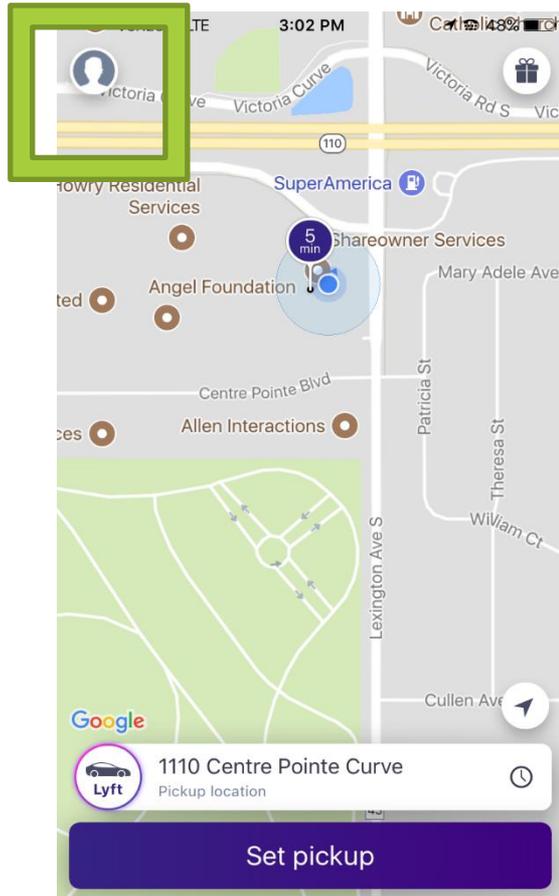
Open the App

Open the App

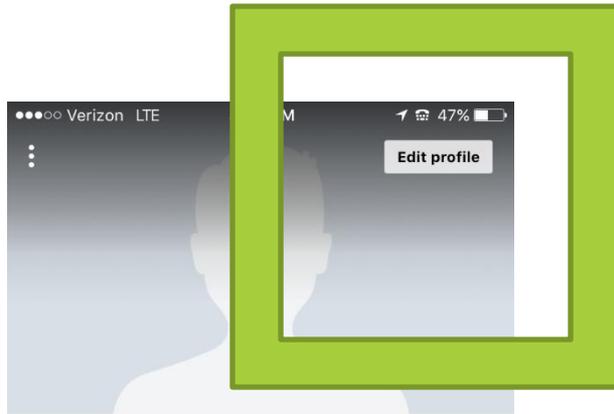


Updating your Profile

Click on your Profile



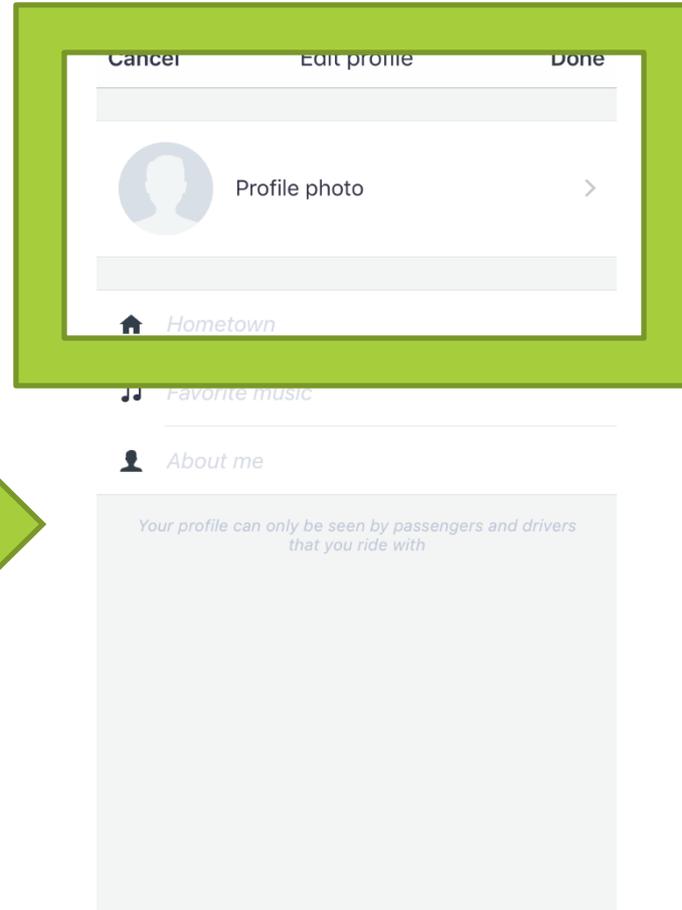
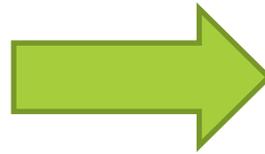
Updating your Profile



Robyn

JOINED OCTOBER 2016

-  From the best city ever
-  Favorite music is whatever matches my mood
-  I'm going places



Updating your Profile

Take a new photo
or use a photo from
your photo library

Verizon LTE 3:02 PM 47%

< Profile photo

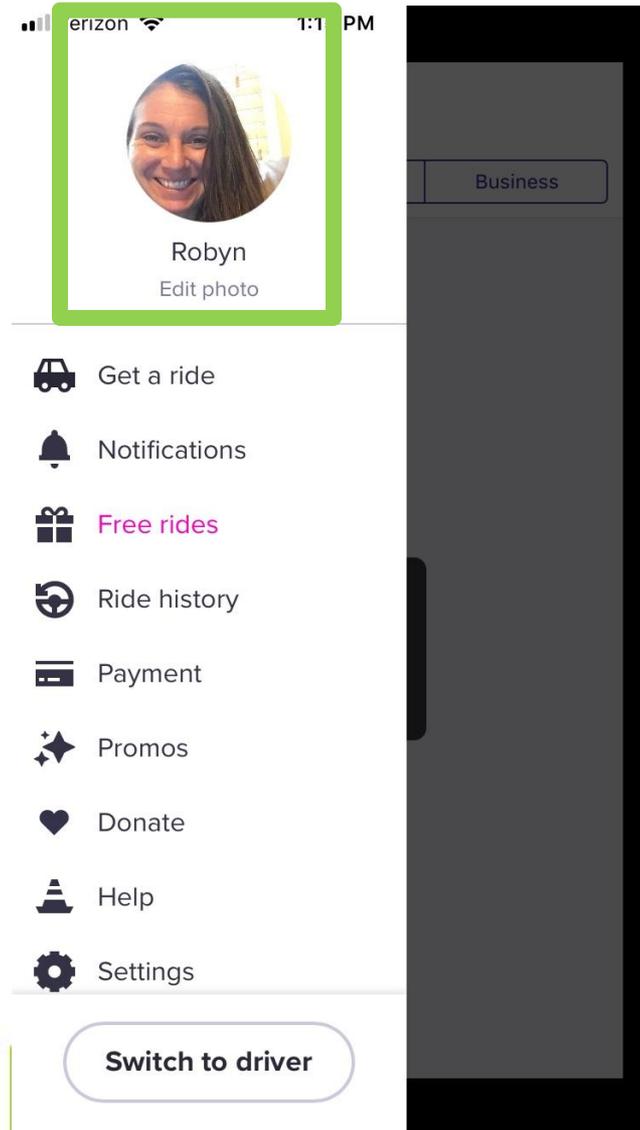


Update

GO
DAKOTA
Connecting People to Communities

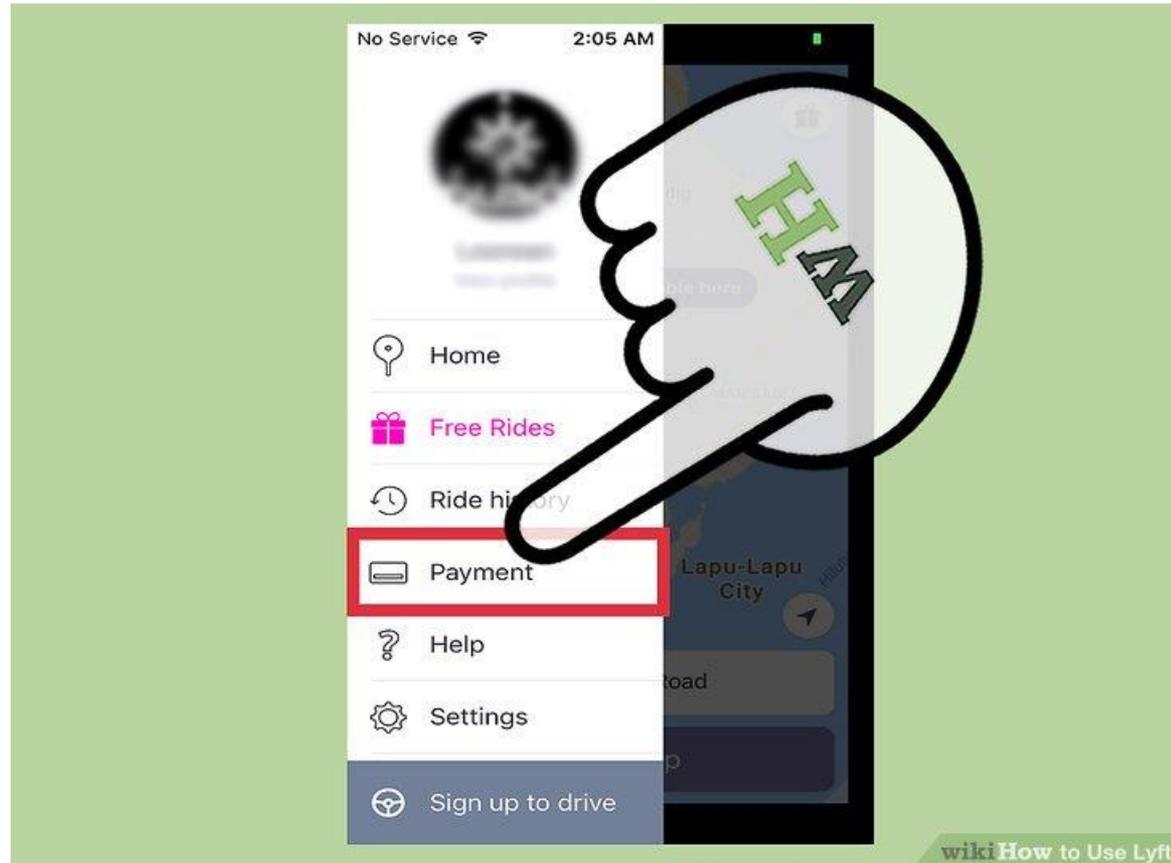
Updating your Profile

Adding your photo will make it easier for your driver to know what you look like when they arrive

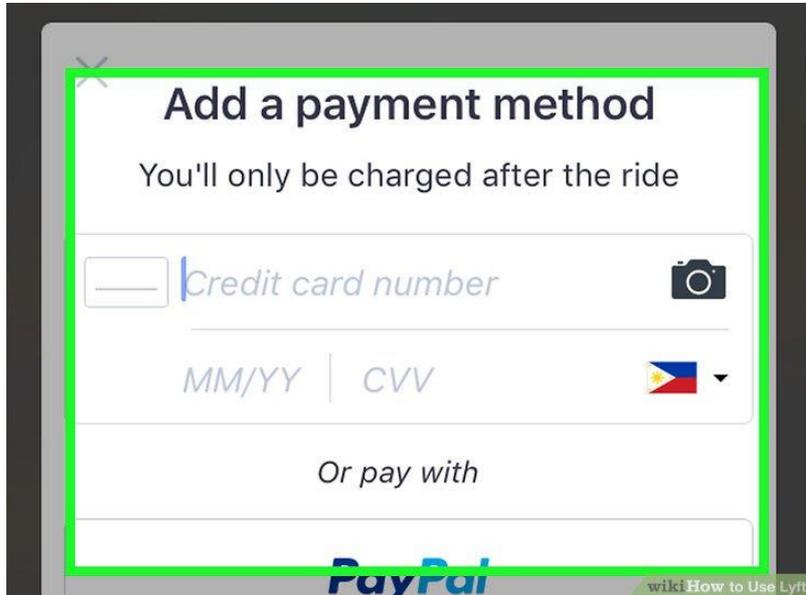


Add a Payment Method

- Tap the Menu
- Tap Payment



Add a Payment Method



Add a payment method
You'll only be charged after the ride

Credit card number 

MM/YY | CVV 

Or pay with

PayPal

wiki How to Use Lyft

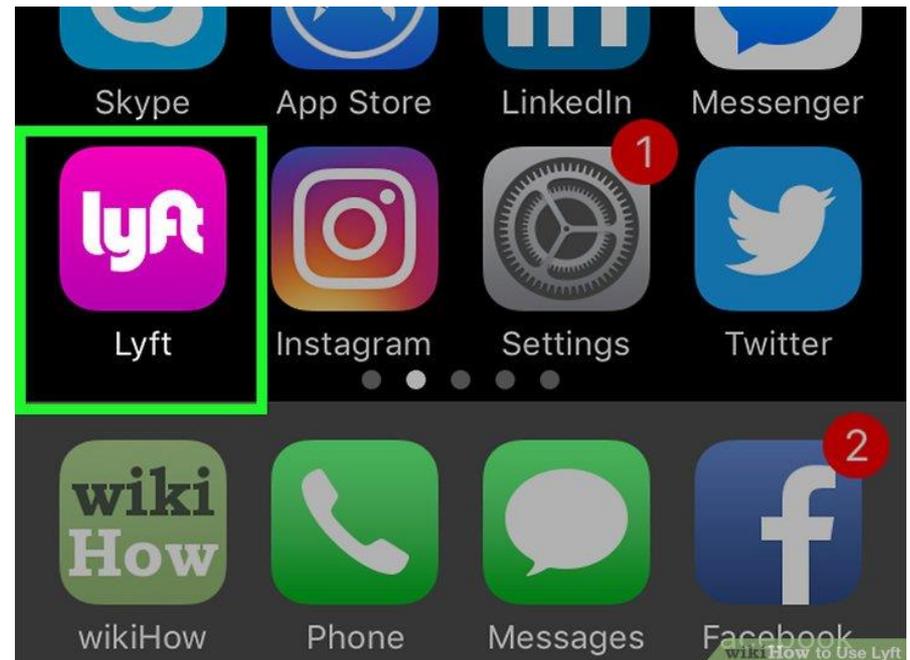
- Click on “add credit card”
- Enter the payment method:
 - Credit card
 - Debit card
 - Google Wallet/Apple Pay
 - Paypal
 - Prepaid card

Keeping your Payment Secure

- A third party (not Lyft) handles payments
- Lyft does not store full credit card information on its servers
- No Lyft employee will ask you for personal information unless you reach out first
- Lyft will only send emails from @lyft.com

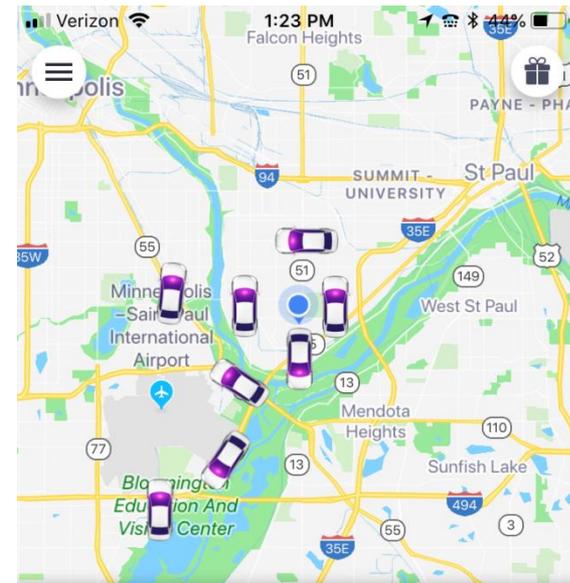
Getting a Ride

- You must have cell service or wifi to request a ride
- Open the Lyft app
- Login to the app if you aren't already



Getting a Ride

- You will need to:
 - Set your pick up location
 - Set your destination
- Click on “Search destination”



Hello, Robyn

Where are you going?



Search destination



Terminal 1-Lindbergh

Terminal 1-Lindbergh, 4300 Glumack Dr

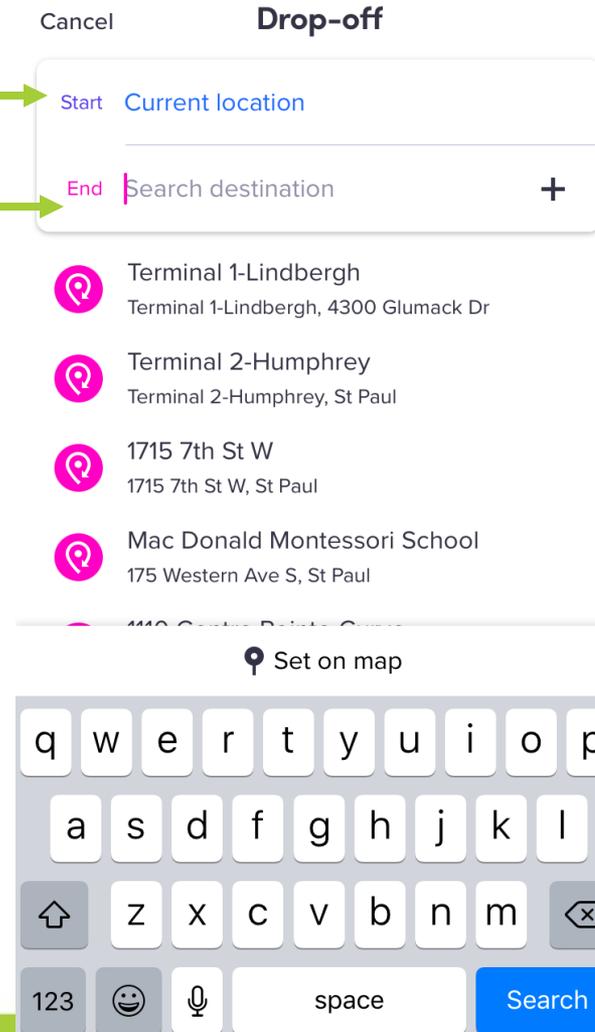


Terminal 2-Humphrey

Terminal 2-Humphrey, St Paul

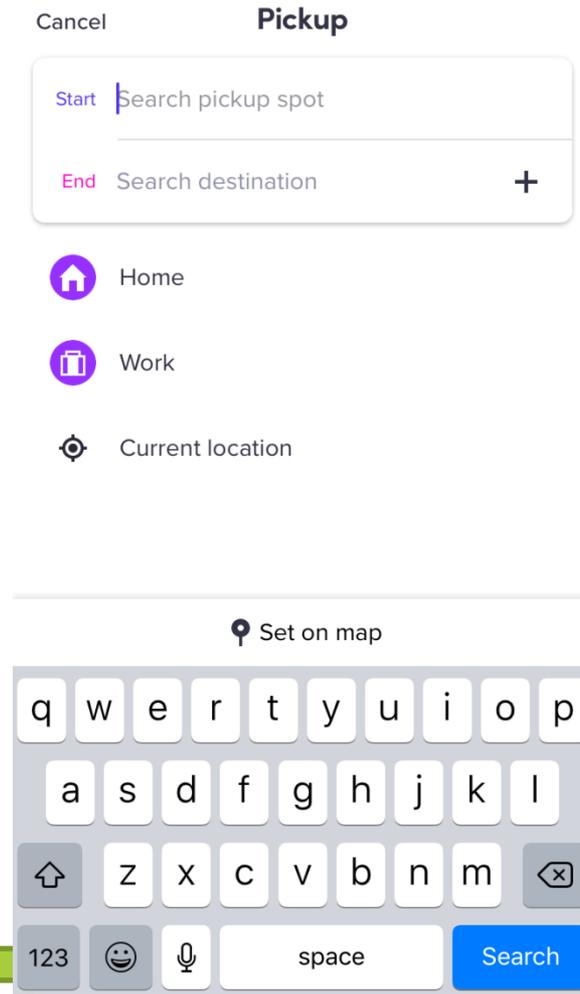
Getting a Ride

- The default pickup is your current location, but you can change that
- You need to enter your destination



Getting a Ride

- You can enter/change your pickup and destination in several ways:
 1. Type in the exact address
 2. Tap the “current location” button to center on your current location
 3. Use your finger to move the map under the pin



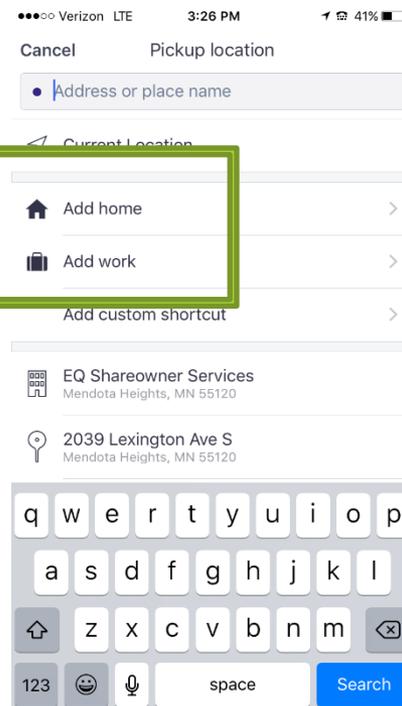
Getting a Ride

Let's practice the different ways to set your pick up!

1. Type in the exact address
2. Tap the location button to center on your current location
3. Use your finger to move the map under the pin

Getting a Ride

- You can add in your home and work addresses to make the pickup and destination easier

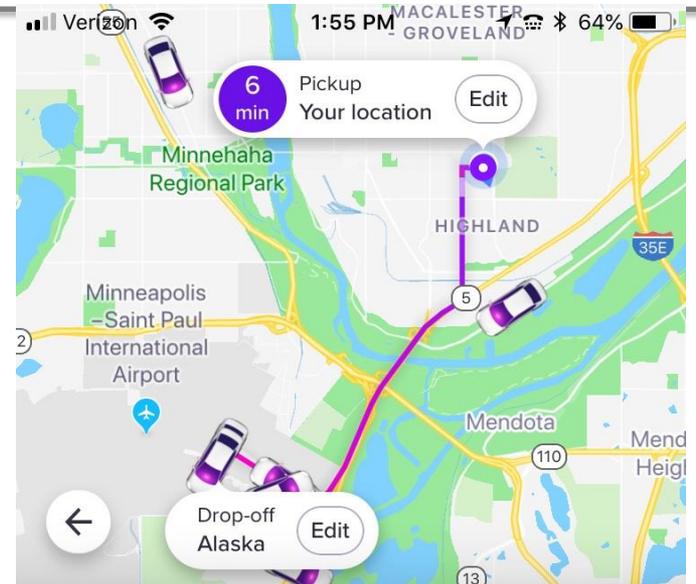
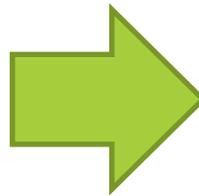


Tips on Getting a Ride

- Think precise:
 - If you are at a pick up location with multiple doors, put the pin in your requested door
 - Choose an intersection as a pick up
- Overcommunicate the tough pick up locations:
 - After you order your ride, call or text your driver

Getting a Ride

- Choose the type of vehicle you would like:
 - Lyft (4 seats)
 - Lyft XL (6 seats)
 - Lux (4 seats, luxury)
 - Lux Black (4 seats, black car)
 - Lux Black XL (6 seats, black car)



ECONOMY LUXURY EXTRA

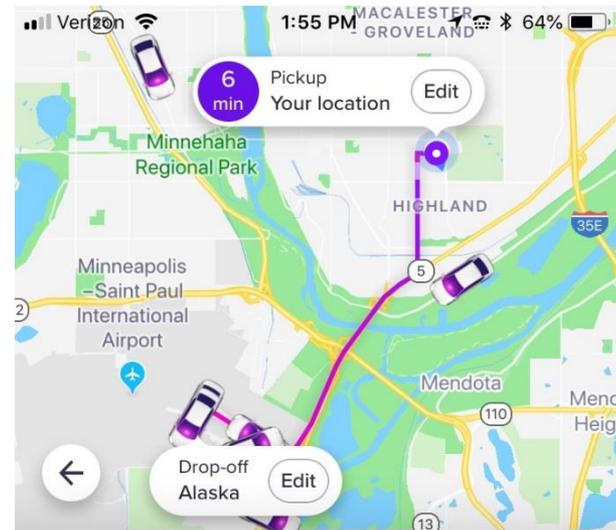
	Lyft 4 Good deal	\$12.48 2:11 PM
	Lyft XL 6	\$19.41 2:09 PM

MasterCard 4702 Schedule

Select Lyft



Getting a Ride



Once you have chosen the type of vehicle you would like, click on “Select Lyft”



ECONOMY LUXURY EXTRA

	Lyft 4 Good deal	\$12.48 2:11 PM
	Lyft XL 6	\$19.41 2:09 PM

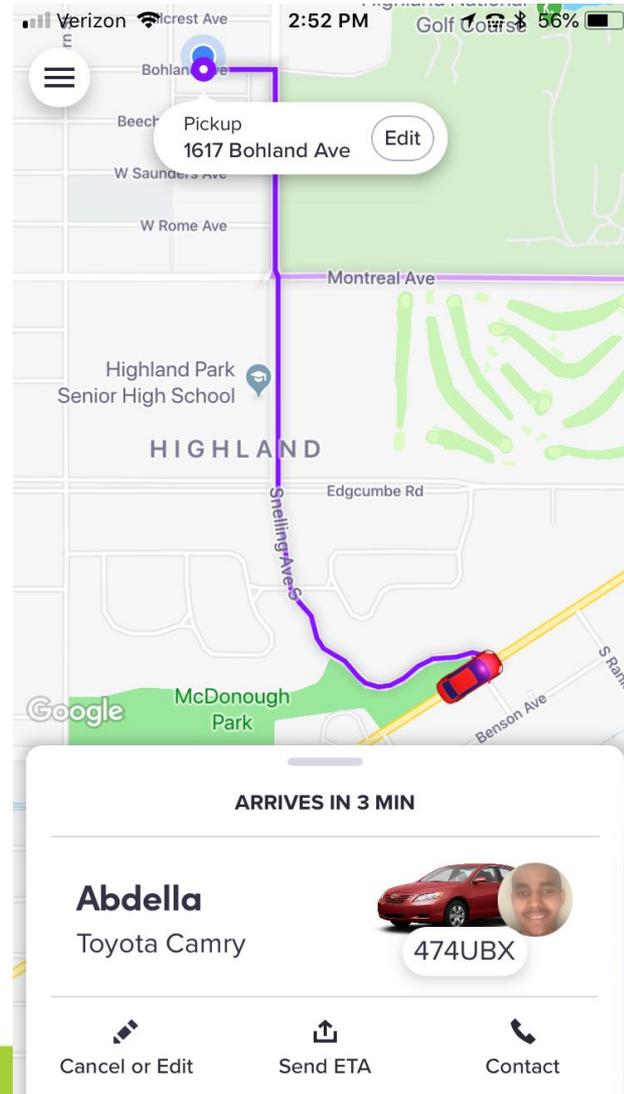
4702 Schedule

Select Lyft



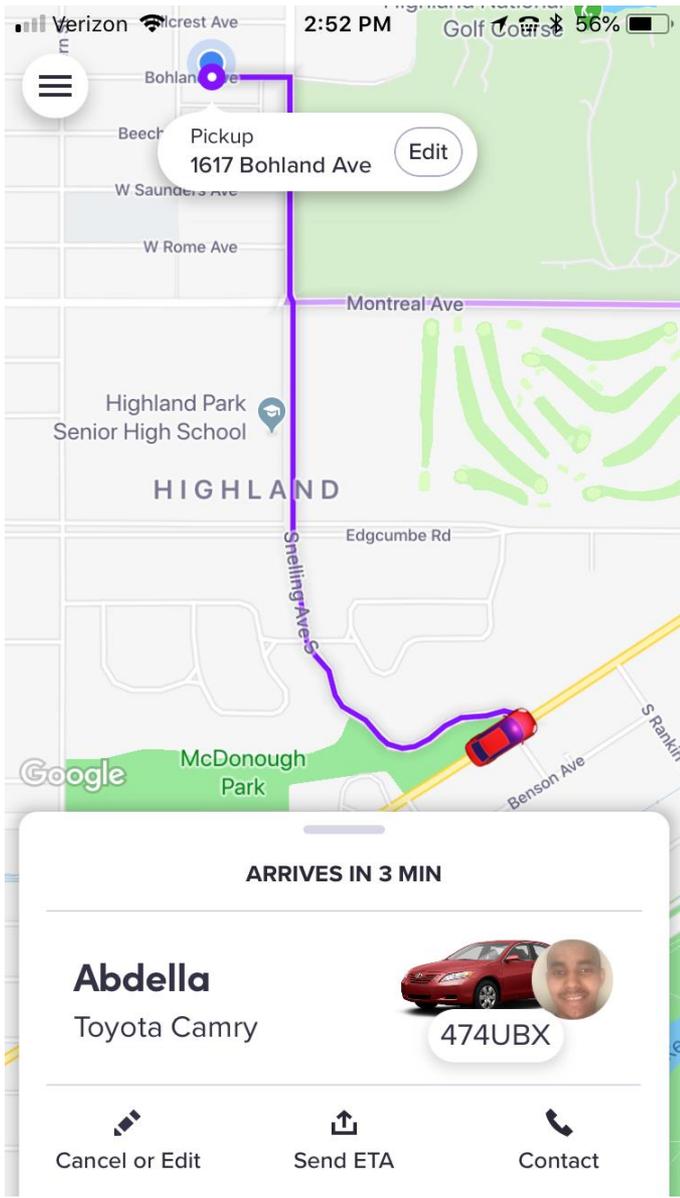
Getting a Ride

Once your driver has been identified, you can follow the driver's route on their way to you

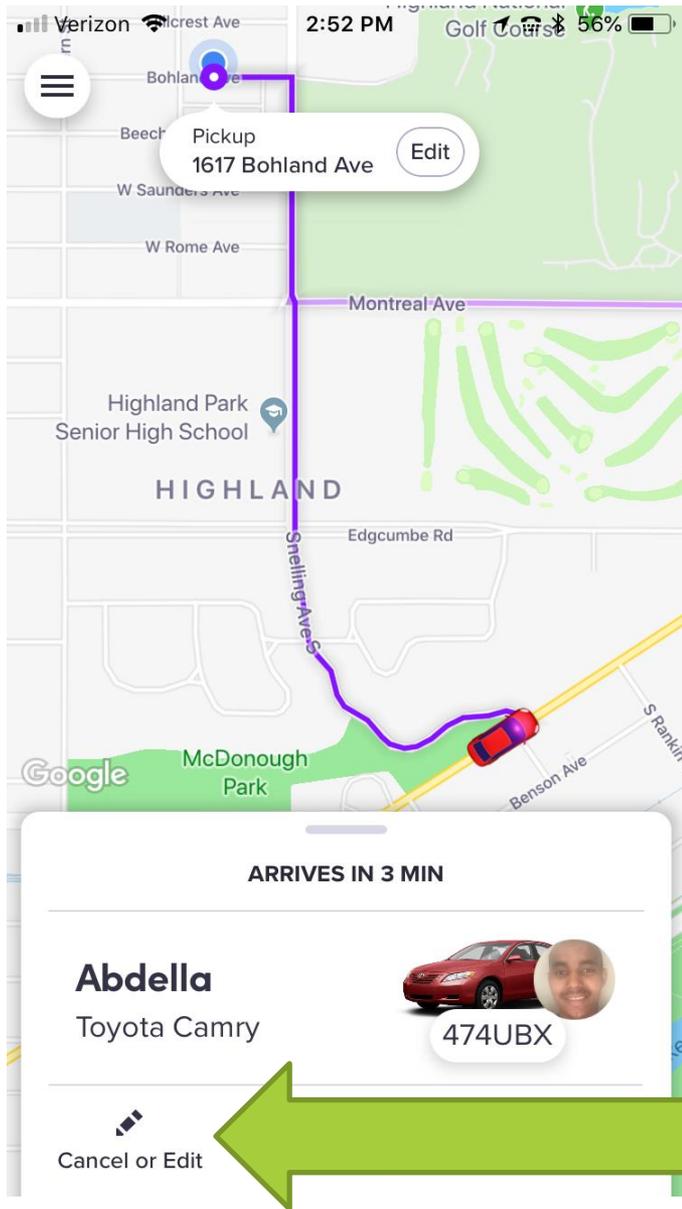


Getting a Ride

- You can contact the driver while they are on their way



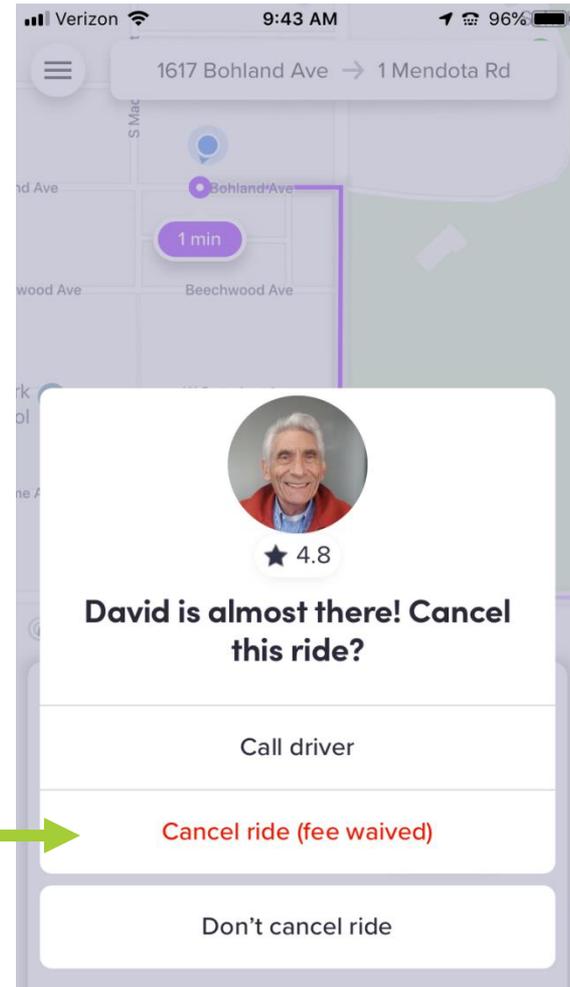
Canceling a Ride



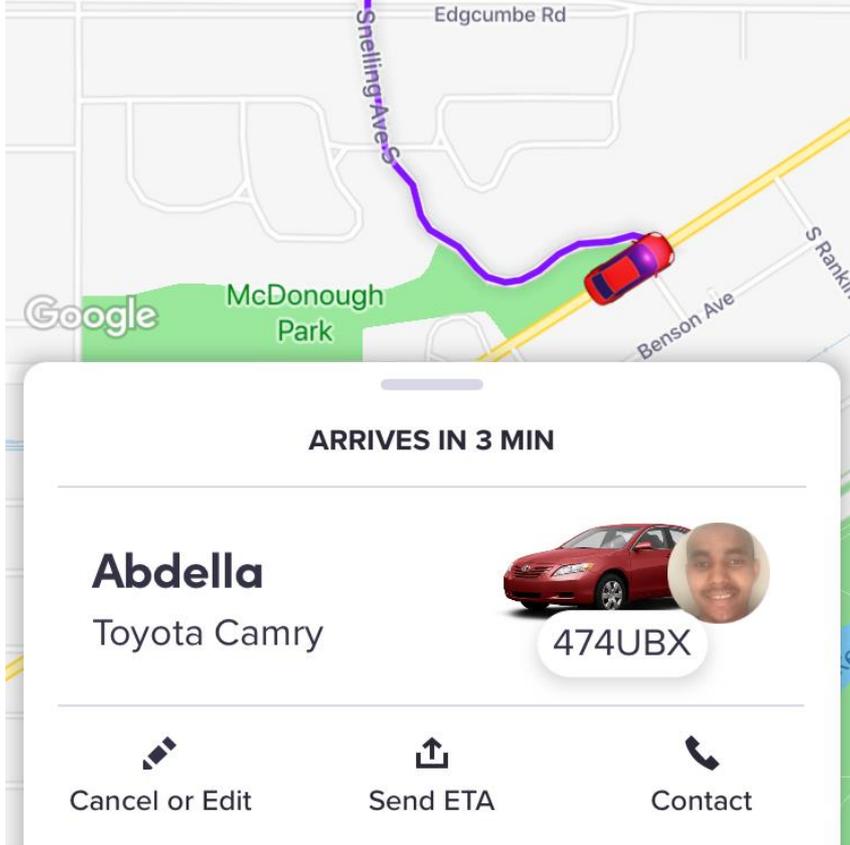
- You can cancel your ride for free within 2 minutes of requesting your ride
- If you cancel after 2 minutes, you will be charged a cancellation fee

Canceling a Ride

- Lyft will prompt you to make sure you want to cancel.
- If you are cancelling within the 2 minute window, it will say “fee waived”



Riding



- When your driver is on their way, you can see specific information about them and their vehicle

Riding

What information do you see about this driver?

ARRIVES IN 3 MIN

Abdella

Toyota Camry



474UBX



Cancel or Edit



Send ETA



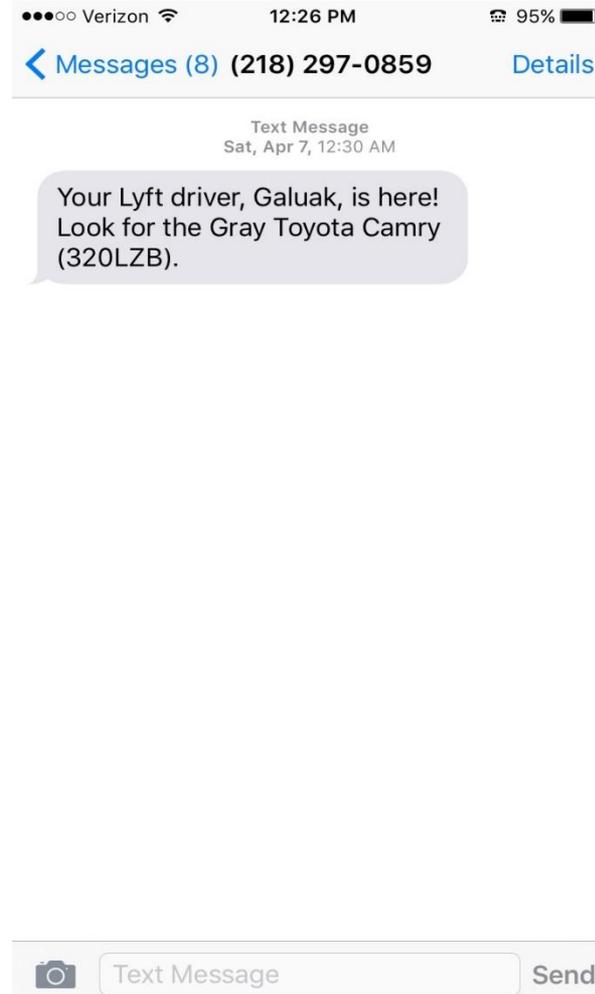
Contact

Riding

- You cannot choose your driver
- Your driver is chosen for you based on when they are able to arrive (soonest)
- If you rate a driver 3 stars or lower, you will not get them again

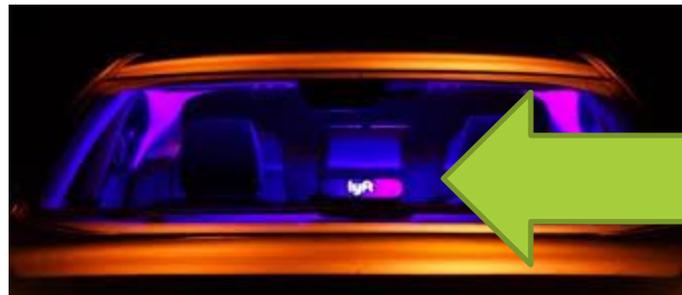
Riding

- When your driver arrives, you will receive a text message to alert you.
- The driver will only wait for you for 5 minutes after they arrive. After that, they will leave and you will be charged a no-show fee



Riding

- Before getting into the vehicle, be sure to confirm the license plate and the driver's name
- The driver will have your first name – they should confirm that with you before you get in
- The driver should have a Lyft sticker on their car and they may have a colored Lyft light



Riding

- Don't get in the car until you confirm that their car is your expected car and you are their expected passenger.

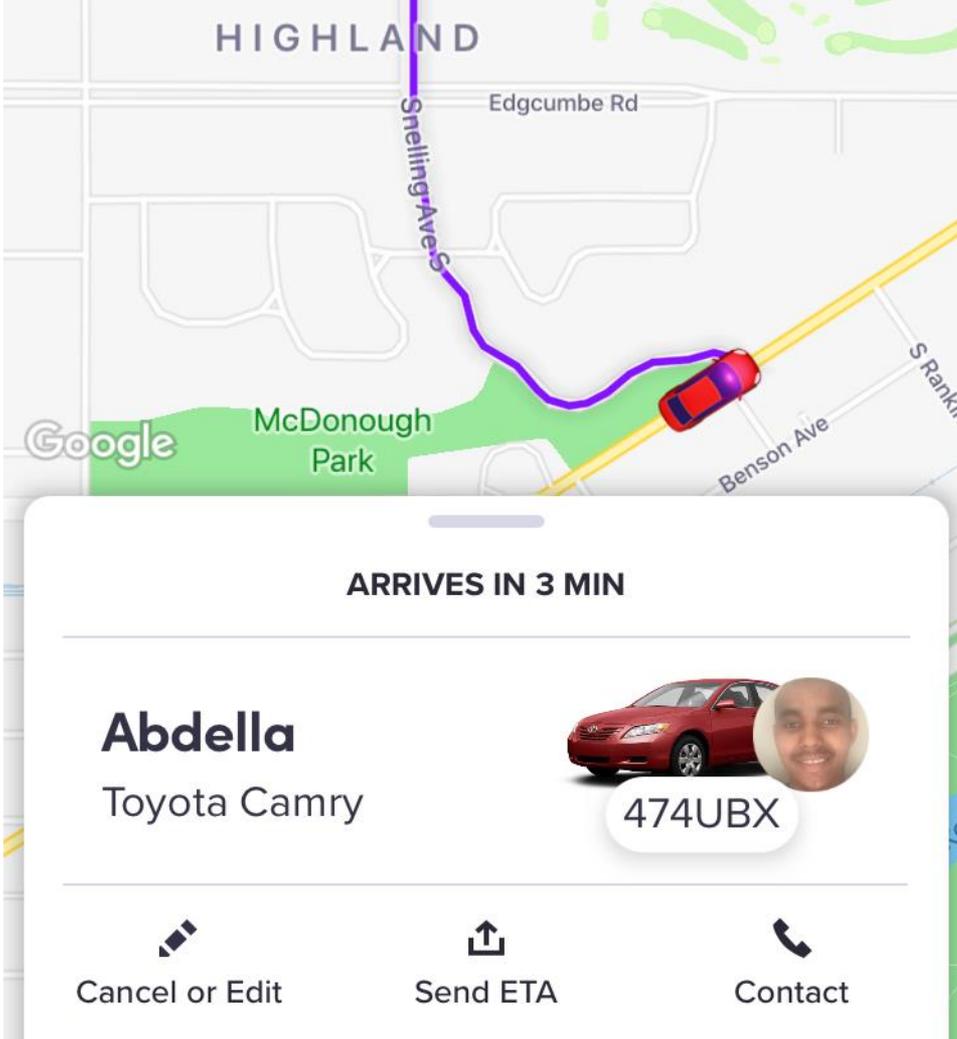
What are ways you can do that?

Riding

- Let the driver know if you need to put something in the trunk
- Sit in the back seat
- Buckle your seatbelt
- Be a good passenger!

Sending ETA

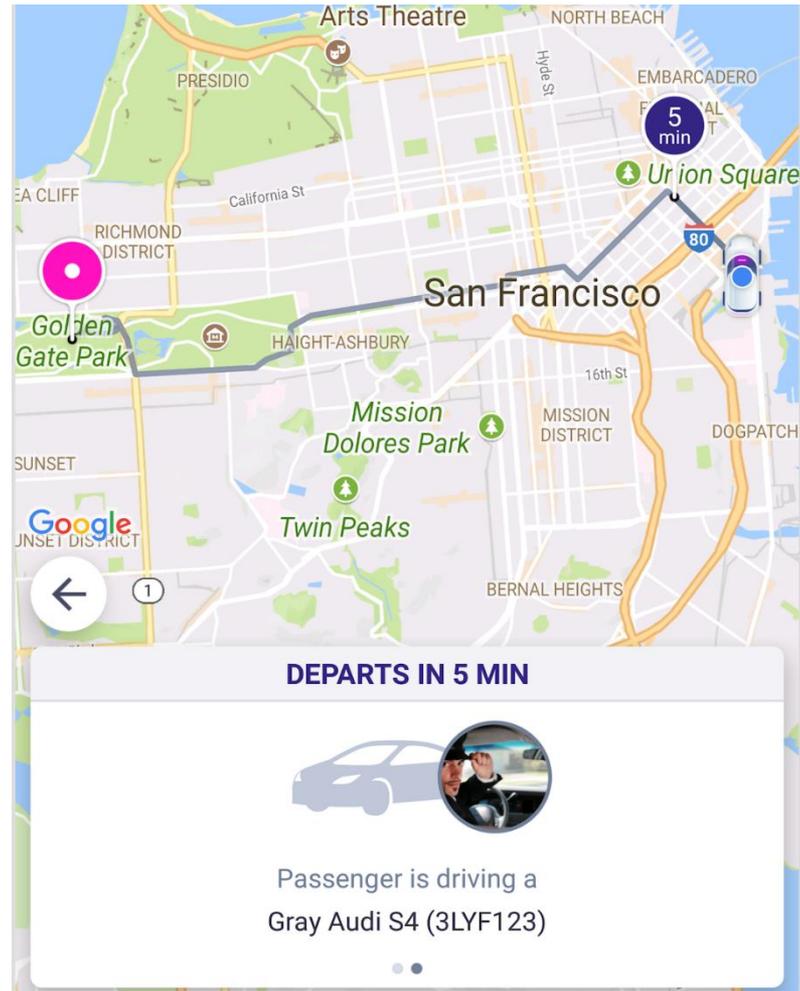
After you have requested your ride, you can send your ETA to a friend or family member via text message



Sending ETA

They will be able to open the Lyft app and:

- See what car you are in
- Follow along on your route
- See when you are scheduled to arrive



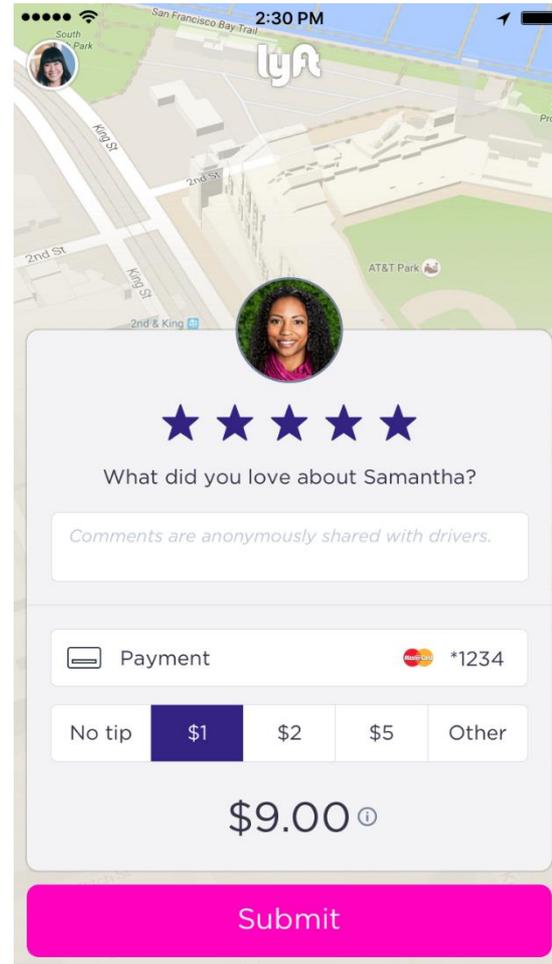
After your Ride

- Retrieve all of your belongings
- Thank your driver
- Rate your driver
- Pay for your ride



Pay for your Ride

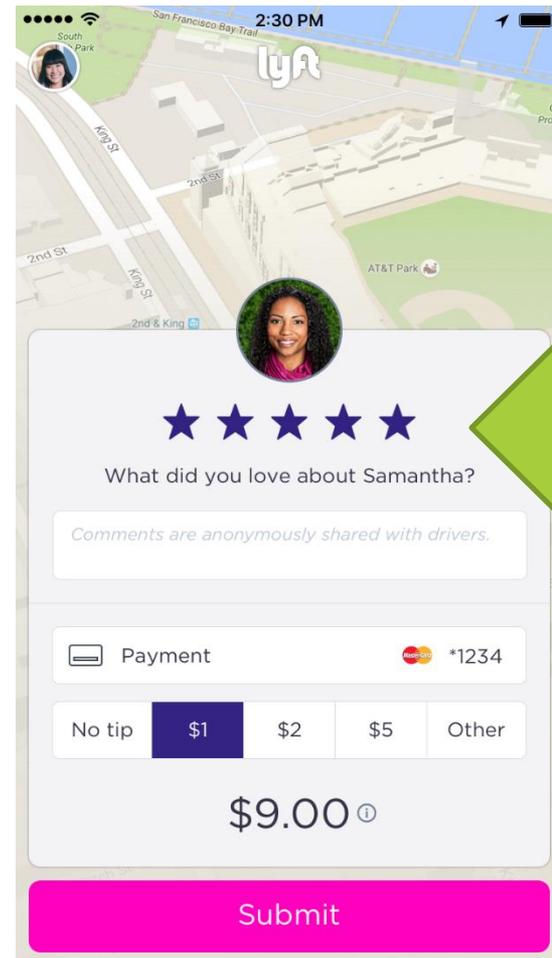
You will get a text message requesting you to rate your driver and confirm payment



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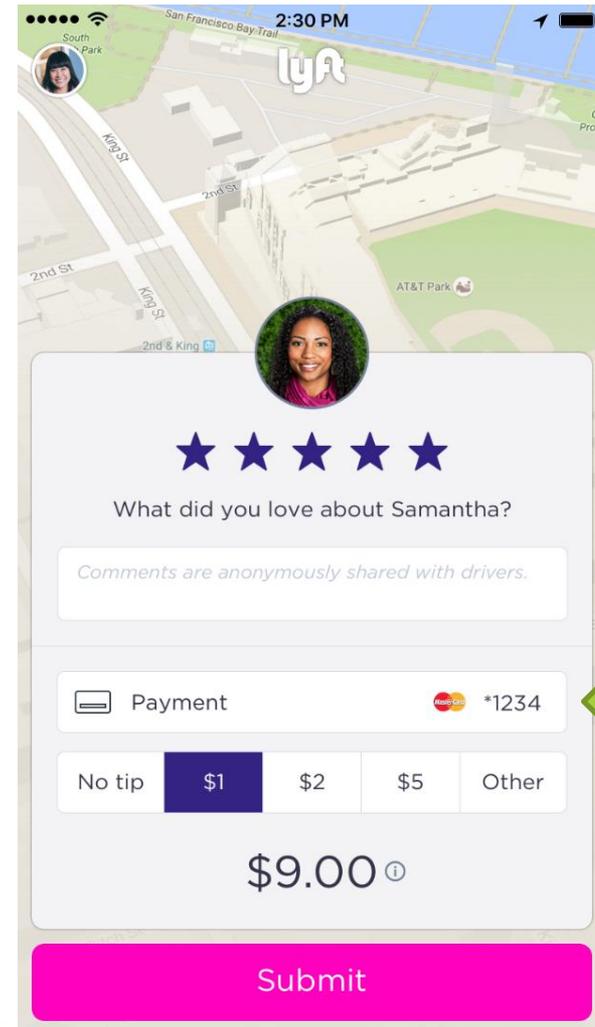
Rate your Driver

- Rate your driver from 1 star to 5 stars
- Anything under 4 stars is considered a bad ride
- You can provide anonymous comments to your driver as well



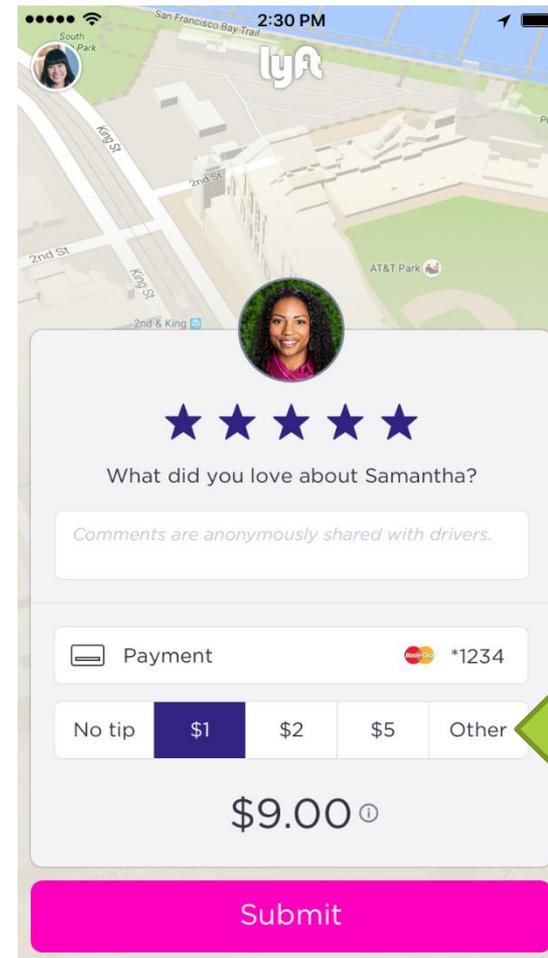
Pay for your Ride

- Choose your payment method using the drop down menu:
 - Credit Card
 - Apple Pay
 - Paypal
 - Prepaid card
 - Voucher



Tipping

- Tipping is not required but appreciated
- You can tip in the app, so no need to give your driver cash



Pricing 101

- You are charged based on the following factors:
 - Base fare
 - Distance traveled
 - Time it takes
 - Supply and demand of drivers

Tips for your Ride

- Don't eat or drink in the car
- Don't smoke in the car
- Be kind to your driver and their car
- Be respectful to your driver and their car
 - Your driver is also able to rate you!

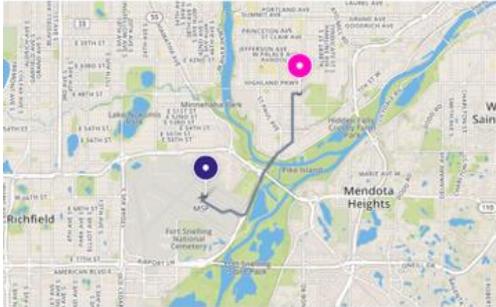
Receipt

- You will receive an emailed receipt after your ride
- You can also see your receipts in the Lyft app under “Ride History”

Verizon LTE 3:54 PM 15%

< Oct 20, 2017 - 11:47 PM


\$13.64
Thanks for riding with Jeff



● **Pickup** 11:47 PM
4353 Glumack Dr, , MN 55111

● **Dropoff** 11:55 PM
1599 Bohland Ave, St. Paul

Lyft fare (4.27mi, 8m 9s) \$11.64

Issue/Solution

- Issue: You don't have a Smartphone
- Solution: You can use other options:
 - Lyft website (must have text enabled phone)
 - GoGo Grandparent
 - Arrive

Lyft website

- Go to <https://ride.lyft.com>
- Lyft will send a text to your phone with a code
- You enter your pickup location and destination, payment information and press “Request Lyft”
- You can track the driver through your browser

GoGo Grandparent

- If you don't have a Smartphone but still want to use a Rideshare option (either Uber or Lyft)
- GoGo Grandparent users pay an additional amount per minute for the service (currently 27 cents per minute)
- For more information:
 - www.gogograndparent.com
 - 1-855-464-6872



Arrive

- In MN, concierge service available for on-demand rides
- Available from 11am-8pm
- For more information:
 - www.arriverides.com
 - 1-866-626-9879

Issue/Solution

- Issue: Your driver talks to you and you don't want to talk to anybody
- Solution: It's ok to put on your headphones or read your book and not talk to your driver.

Issue/Solution

- Issue: Your driver is taking a different route than you think they should.
- Solution: If you know of a better route, you can suggest it to your driver. You can also follow the route on your Lyft app.

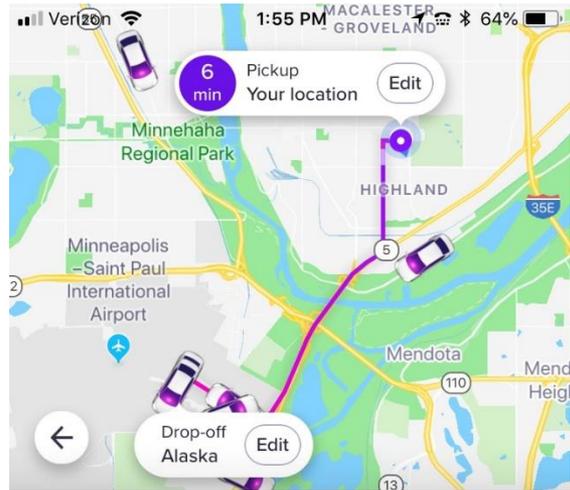
Issue/Solution

- Issue: I left my bag (or something else) in the car!
- Solution:
 - Ride History:
 - Open the Lyft app and tap on “Ride history”
 - Select the ride that you lost your item on
 - Scroll to the bottom and tap “find lost item”
 - You can either call or text your driver
 - Receipt:
 - Your receipt email has call and text options

Issue/Solution

- Issue: I accidentally caused damage to the car.
- Solution: Lyft will send you an email if you are charged a damage fee. The email will show which ride the fee is for and photos of the damage. If you have concerns, you can reply directly to the follow up email.

Issue/Solution

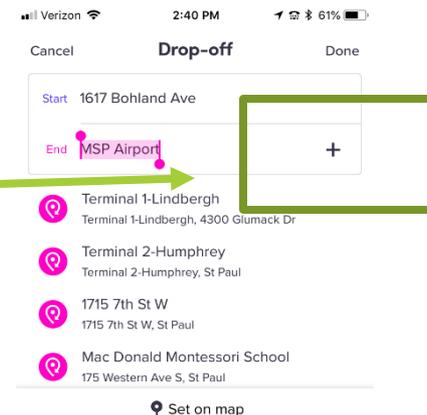


- Issue: I'd like to schedule my ride for another time/day
- Solution: You can schedule your upcoming rides (up to 7 days in advance) with this process:
 - Set your pickup and destination
 - Before you click “select Lyft”, click on “Schedule”
 - Scroll up or down to choose a day and pickup time
 - Tap “Confirm”



Issue/Solution

- Issue: I'd like to pick my friend up and go together to our final destination
- Solution: You can “add a stop” to pick up or drop off somebody else.
 - When you are setting up your ride, click on the + sign and add in your final destination



Issue/Solution

- Issue: My driver cancelled my ride!
- Solution: Your driver is able to cancel your ride before they pick you up. If your driver cancels your ride, you will need to request another ride. You won't be charged anything if your driver cancels.

Issue/Solution

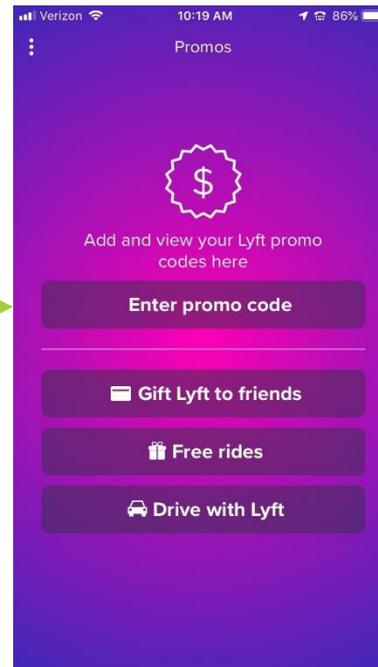
- Issue: Your driver is asking for your personal information
- Solution: There is no need to share your personal information including your phone number or other contact information with your driver.

Safety

- Request your ride inside so you aren't waiting outside with your phone out
- Trust your gut!
 - If you don't feel comfortable, don't get in the car
 - If you don't feel safe or are in an emergency situation, **call 911**
- To report an accident, safety or citation problem, contact Lyft's Critical Response Line: 855-865-9553

Try Lyft!

- Enter Code: _____ for \$5 credit on your first ride
- Enter the code into “Promos” in your profile



Questions?



Thank you!

- Jess Luce

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- Robyn Bernardy

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rbernardy@mtm-inc.net

