

# Frequently Asked Questions about GoDakota Lyft Program for Dakota County Case Managers and GoDakota Lyft Riders

## What do I do if I left my cell phone or another item in the Lyft vehicle?

The Lyft rider should have received an email with the receipt for that ride where phone or item was left in Lyft vehicle. At the bottom of the receipt, there is a link which will say “lost item”. Rider can click on that link and that will connect with the driver so they can bring the item back to the rider. Lyft riders should contact Lyft as soon as possible if they have left something in the vehicle. If their smartphone is the item that was lost, the rider can log onto their email with a computer or with somebody else’s phone or tablet.

## I take Lyft to the same locations. Why do Lyft rides costs vary so much?

The Lyft pricing model is based on distance of the ride, time of the ride and driver availability.

When there are a low number of drivers in the area, prices will be higher. We have seen those major price fluctuations especially in locations further away from the Mpls/St. Paul area. If you are seeing high prices and can wait a few minutes, you can always wait and try to book your ride again to see if the price of the ride has dropped.

There may be other transportation options you can use to supplement your Lyft funds. We are happy to provide travel training to explore other options. Email [TravelTraining@co.dakota.mn.us](mailto:TravelTraining@co.dakota.mn.us) or view transportation options on the [GoDakota Transportation Finder](#) to learn more about alternative transportation options.

## I am not seeing the GoDakota pass. The Lyft app is asking me for a code for the pass.

If you cannot see the GoDakota pass in your account, email [sslyft@co.dakota.mn.us](mailto:sslyft@co.dakota.mn.us).

## I am running out of funds and need to use Lyft. Can you add more money to my GoDakota Lyft pass?

Unfortunately, we are unable to add more money to a Lyft pass on request. If a rider feels they need an increase in Lyft funds (and they are employed or going to day services), case managers can submit [Lyft Increase Request Form DAK-9507-ENG](#) showing justification for the increase, including number of days working/going to day services and applicable addresses, and submit to the Transportation Coordinator via OnBase. These requests are due on the 20<sup>th</sup> of the month for review that month. Requests are reviewed by the TAC committee and any approved increases will go into effect the first day of the next month.

## My client’s personal payment method was charged instead of the GoDakota pass. Why? And can you refund them?

We are not able to process refunds, unfortunately. If the rider’s personal payment method was charged for the ride instead of the GoDakota pass, use these troubleshooting tips:

- Can the rider see the GoDakota pass on their Lyft account? You should be able to see it if you go to Menu > Payment > Lyft Pass. If they cannot see it, email [sslyft@co.dakota.mn.us](mailto:sslyft@co.dakota.mn.us).
- Has their phone number connected to their Lyft app changed? They can change their number in their Lyft app by going to Menu > View Profile > Your Info > Phone. Be sure to let [sslyft@co.dakota.mn.us](mailto:sslyft@co.dakota.mn.us) know the new phone number so the funds can be dropped into the correct account.
- Are they selecting the GoDakota vehicle type? If another vehicle type is selected, their personal payment method will be charged.
- Is the rider scheduling rides in advance? The GoDakota pass can only be used for on-demand rides. Riders are not able to schedule their rides in advance and use the GoDakota pass.

## Can a Lyft rider take family and friends with them on a ride?

Yes, up to 4 total passengers can ride in Lyft for the same cost. The individual who is eligible for a waiver **must** be one of the passengers if they are using the GoDakota pass.

## Is there a way to see the cost of my or my client's rides?

Riders can see the cost of each ride they take before they request a ride (it is crossed out and shows FREE for the cost, but the ride cost can still be seen).

Riders can see how much of their monthly allocation they have left if they go to the Payment section of their app and scroll down to Lyft Pass. For example, it will show \$100/\$700 if they have \$100 left of their \$700 monthly pass.

On the back end of the program, we can also see what a ride cost after it has occurred. Please email [sslyft@co.dakota.mn.us](mailto:sslyft@co.dakota.mn.us) and let us know the rider's name and date of the ride. Note: Our ride data has a one-day delay.

## The Lyft app is requiring a separate payment card before I can use the GoDakota Lyft pass. Can you help me resolve this issue?

You will need to download a personal payment card (credit, debit, gift card, Apple Pay, Paypal, Venmo, etc.) onto the Lyft app in the Payment Section to set up the app. If it is a debit or gift card, it needs to have a minimum balance of at least \$25 on the card to access the GoDakota funds and request a ride.

If a rider doesn't have a personal payment card, Dakota County does offer a VISA gift card that case managers can request. It's a one-time, non-refillable gift card to be used solely as a payment card for the Lyft app. See below for instructions on how to apply for the Lyft gift card for your client.

## How do I apply for the Lyft gift card on behalf of my client?

Dakota County has a one-time \$50 VISA gift card which Case Managers can request for their Lyft riders.

Instructions for completing the VISA Gift Card application: Under "Forms" on SharePoint – titled [Lyft Gift Card Request DAK-9505-ENG](#).

- Sign, date and have your supervisor sign, date as the secondary approver

**Submit completed form in OnBase and push it to the Transportation Coordinator.**

The sslyft team will provide the gift card to the individual.

\*Please note that it could take a few weeks to get the gift card through the system and to the rider.

## How do I see "cancellations/no shows" on my phone?

You can see them in your Lyft app. Go to Menu > Ride History. The cancelled/no show rides will show "cancelled by you" or "rider no show".

### No-Show/Cancellation policy:

- If a rider has five or more no-shows or cancellations two months in a row, their Lyft will be suspended for a month.
- If, after they start riding again, the rider has a month of five or more no-shows or cancellations, they will be suspended from Lyft for a month.
- If, after they start riding again, they have a month of five or more no-shows or cancellations, they will be suspended from Lyft for a year.

If individuals need travel training to support them in reducing their cancellations/no shows reach out to [sslyft@co.dakota.mn.us](mailto:sslyft@co.dakota.mn.us).

If a driver cancels the ride, riders do not get a cancellation charge. Charges occur based on Lyft's cancellation policy, that can be found on Lyft's website: Cancel and no-show policy for riders – Lyft Help. By adding some extra details on location for pick-up ("I will be waiting at the red door" for example) it may make it easier for the driver to find a rider.

Lyft is best used as an on-demand service. You should be at the door and ready to get picked up when you request a ride.

**My client is receiving bad review notices from Lyft and is concerned they will be suspended from Lyft. Can you tell me why they are receiving these negative reviews?**

We can't see the details on rider ratings, but they could be getting a negative review from drivers for a number of reasons around Lyft's [Community Guidelines](#). The following seem to be the most common for our riders:

- Riders aren't ready when the drivers arrive, and drivers need to wait for them
- Riders aren't respectful of the driver's vehicle
- Riders are rude to the driver

We do want to make sure riders are not getting bad reviews so they don't get suspended from the service. Also, we want to make sure they can get rides (because drivers can see ratings before accepting a ride request and could forgo accepting a ride request if they see a low rating). Our travel trainers can meet with clients and give them some pointers to avoid negative ratings. Email [TravelTraining@co.dakota.mn.us](mailto:TravelTraining@co.dakota.mn.us) for Travel Training support.

**My client lives in Dakota County and is eligible for a waiver, but Dakota County is not the county of financial responsibility, can they use this Lyft program?**

No, Dakota County must be the County of Financial Responsibility (CFR) to use the GoDakota Lyft program. Other counties may be using Lyft as a transportation service as well, so you can work with the client's CFR on available services.

**My client was supposed to get an increase in their Lyft funds this month, but they aren't seeing it yet.**

Any "first of the month changes" need to be manually changed by sslyft staff members on the first of the month. Please allow time for the staff to make those changes. If you haven't seen the change by the afternoon on the first of the month, please email [sslyft@co.dakota.mn.us](mailto:sslyft@co.dakota.mn.us).