

Using Lyft

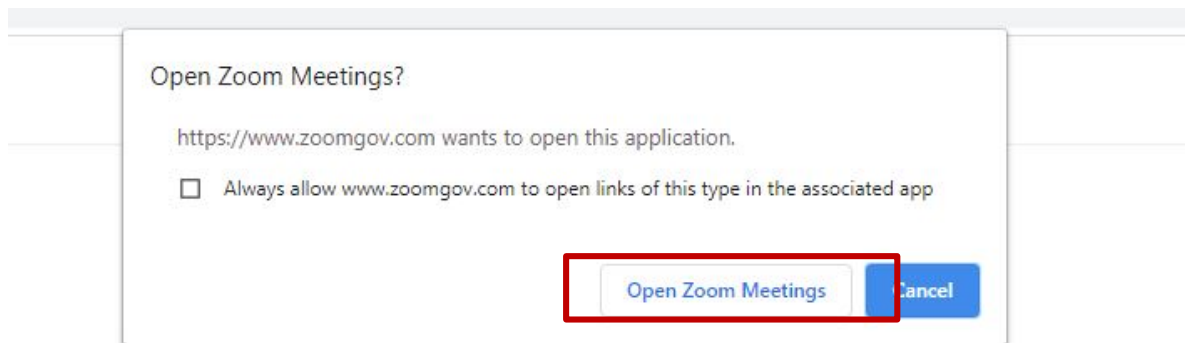


Zoom Features & Housekeeping

Open Meeting in Zoom

Open Meeting in Browser

Call Into Meeting



Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below.

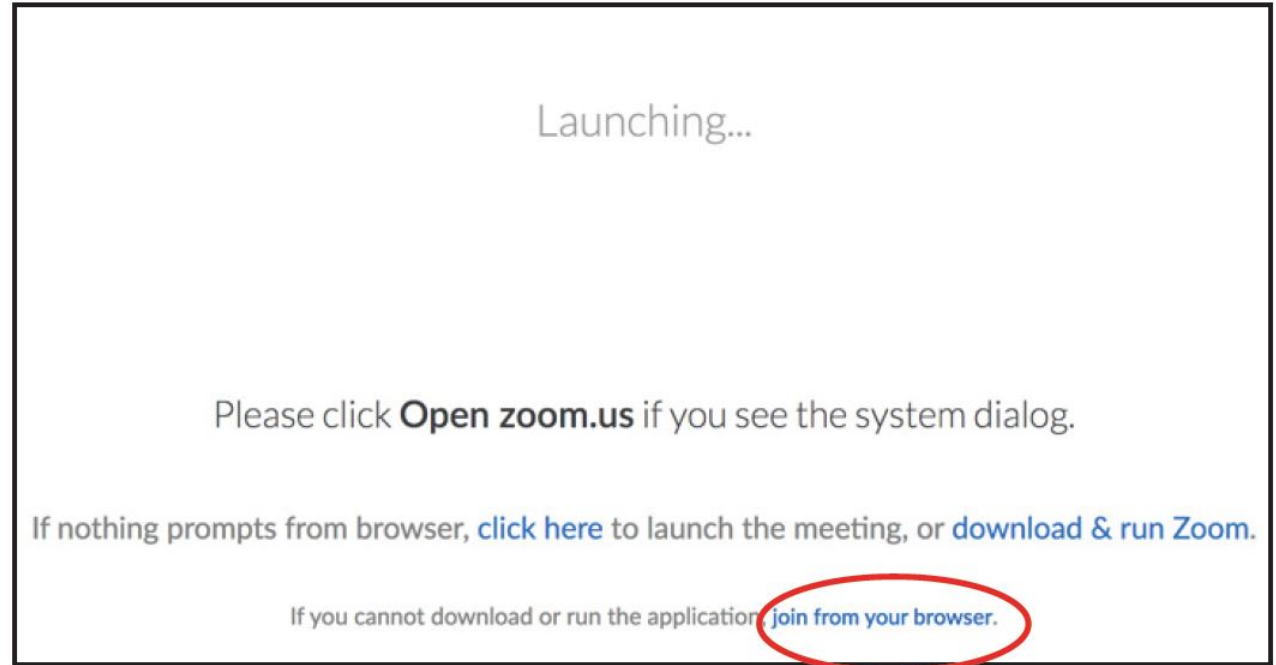
Launch Meeting

Zoom Features & Housekeeping

Open Meeting in Zoom

Open Meeting in Browser

Call Into Meeting



Zoom Features & Housekeeping

Open Meeting in Zoom

Open Meeting in Browser

Call Into Meeting

Phone one-tap

Phone one-tap: US: [+16692545252,,1611436759#](https://www.zoomgov.com/join/1611436759) or [+16468287666,,1611436759#](https://www.zoomgov.com/join/1611436759)

Join by Telephone

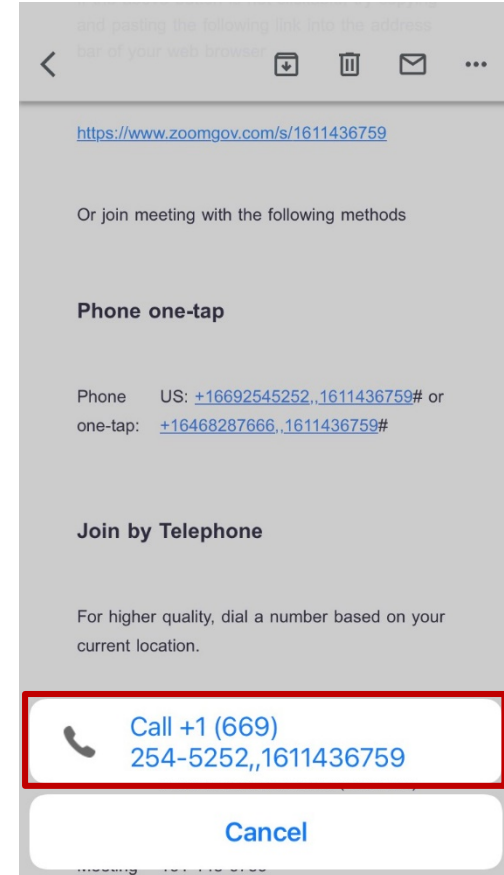
For higher quality, dial a number based on your current location.

Dial:

US : +1 669 254 5252 or +1 646 828 7666 or 833 568 8864 (Toll Free)

Meeting ID: 161 143 6759

International numbers



Zoom Features & Housekeeping

Video Helps with Communication







Please Mute Unless Speaking

Type Comments in Chat Function

Meeting Participants

Recording Meeting

Participants (3)

AJ	Aidan Johan (Me)	 
MF	Mobility for All (Host)	 
AC	Ana Colon Quinones	 

Raise Hand yes no go slower go faster more

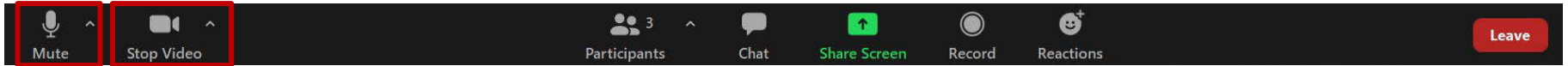
Invite Mute Me

Mute Stop Video Participants 3 Chat Share Screen Record Reactions Leave

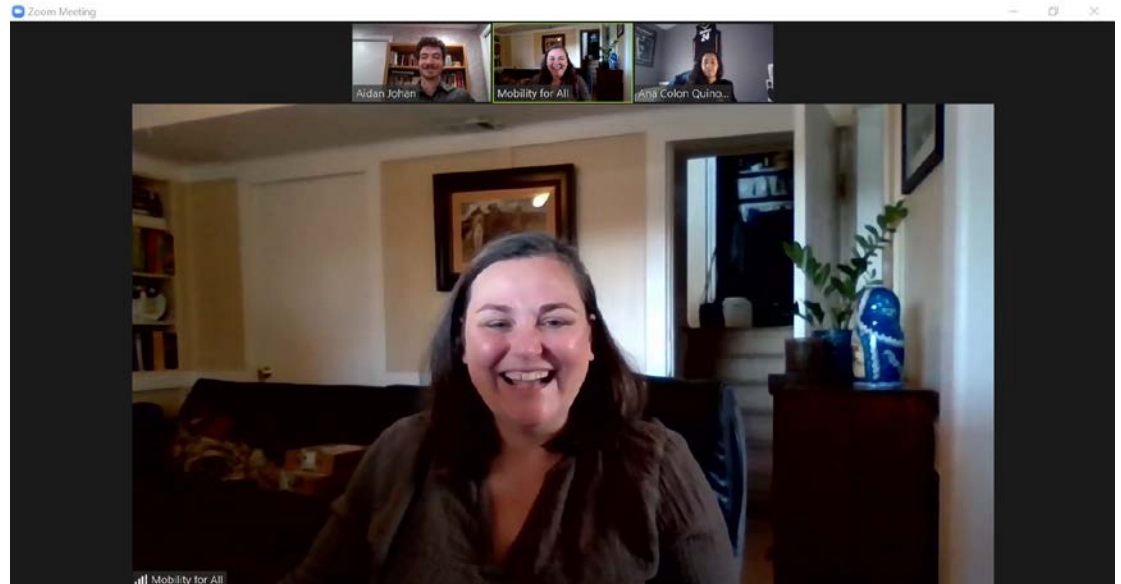
Aidan Johan Mobility for All Ana Colon Quino...

View

INTRODUCTIONS



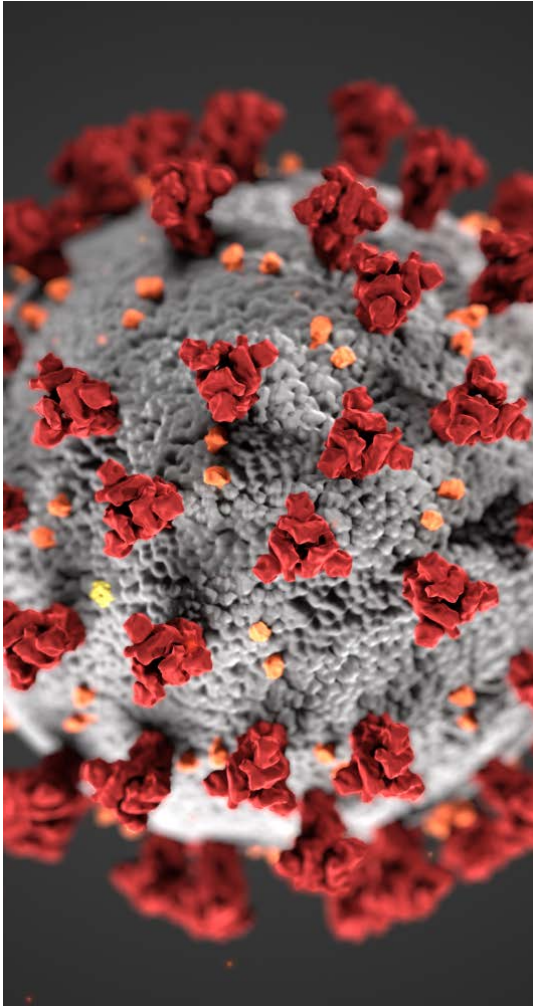
- Name
- City
- Have you Used Lyft?





Mobility for All

**Promote Equitable, Affordable &
Accessible Transportation Options for
Limited Mobility Individuals**



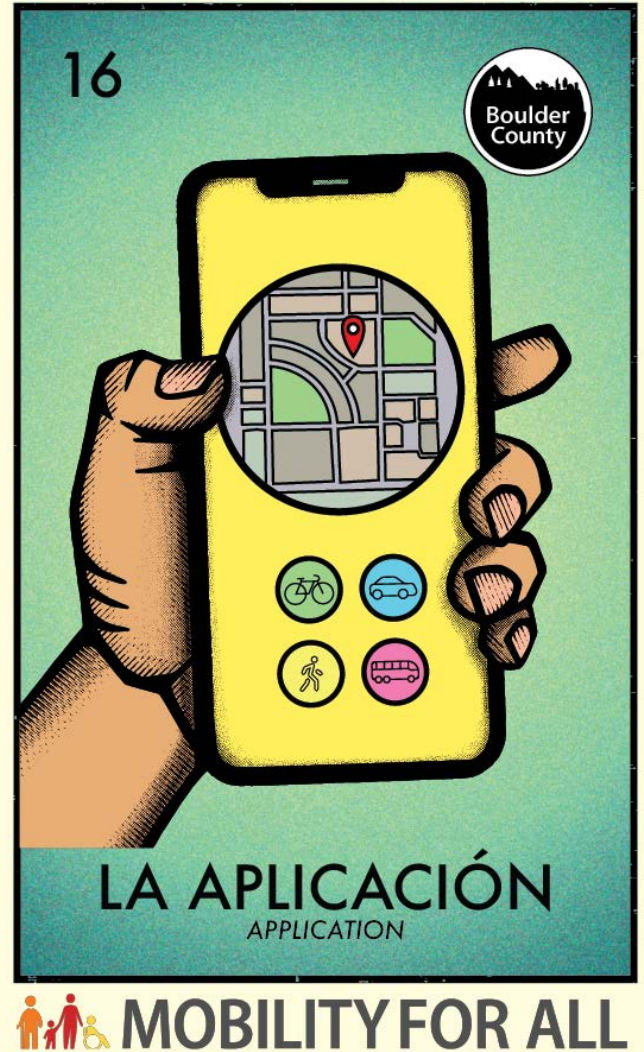
COVID-19 Pandemic

- Exposing Inequities
- Changing How People Travel
- Increase Cleaning and Disinfection
- Transforming Service Delivery



M4A Workshop Series

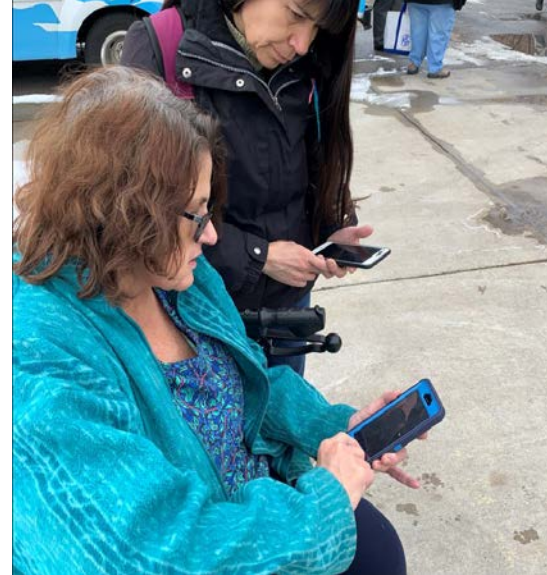
- Technology & My Mobility
- **Using Lyft**
- Using Uber
- Accessing RTD Using Apps
- Google Maps





Workshop Goals

- Increase Confidence Using Lyft
- Connect People with Ambassadors
- Receive \$50 Credits to Try Lyft

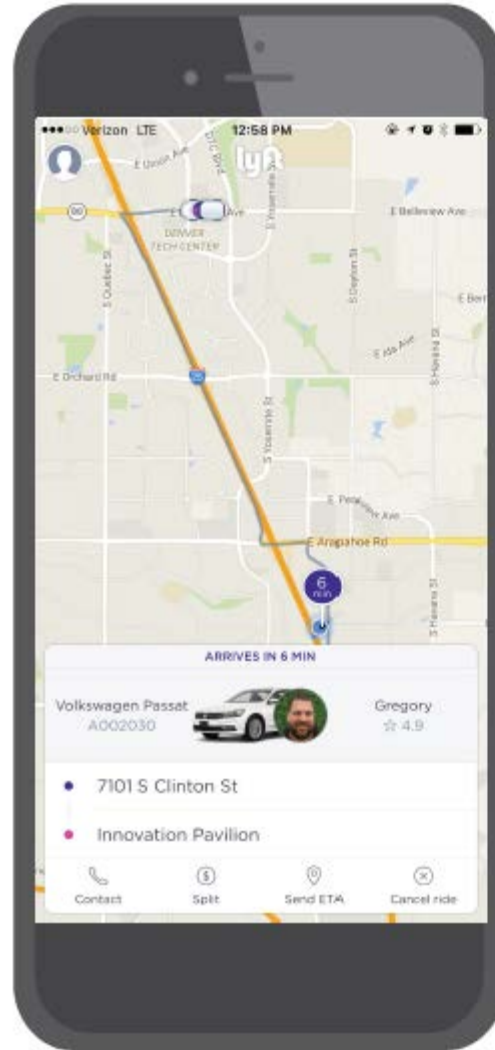




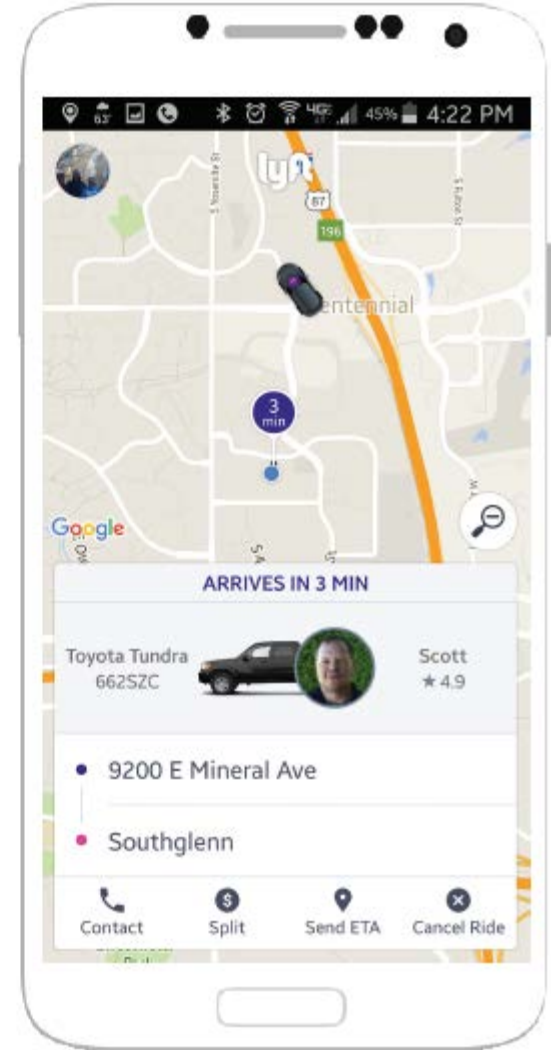
M4A Ambassadors

Differences

- Smartphones
- Preferences



iPhone



Android

Safety

- Apps are Not Perfect
- Cross the Street at a Crosswalk
- Emergency Contact Number



Privacy



- Lyft Collects, Uses, and Shares Data
 - Account: Name, Email, Phone
 - Usage During Trips
 - Financial Transactions
- More Information:
 - [lyft.com/privacy](https://www.lyft.com/privacy)

What is Ride Hailing?

- Similar to a taxi but run through an online application
- Uber & Lyft



Lyft Passengers During COVID

- Stay Home if Symptomatic
- Wear Face Covering
- Keep Car and Hands Clean
- Back Seat
- Windows Open



Stay home if you have COVID-19 or related symptoms

If you think you have the virus, staying home is the best way to help contain it and protect other people.



Wear a face covering

The CDC recommends cloth face coverings to help slow the spread of COVID-19. They can help people who may have the virus (and do not know it) from transmitting it to others. Put your mask on before you get in the car, and wear it for the duration of the ride. Remember to sanitize your hands after putting on, touching, or taking off your face covering.



Keep the car — and your hands — clean

Before you head out for your ride, think about what to have on hand (like sanitizer and a mask). Sanitize your hands before touching anything in the car. And please don't leave trash behind. The CDC recommends washing your hands for at least 20 seconds, using hand sanitizer with at least 60% alcohol content, and if you have to cough or sneeze, do it into a tissue or your elbow.



Sit in the back seat

Put some distance between yourself and your driver. During the ride, think about small changes you can make to reduce contact throughout the ride, like handling your own luggage, using your own phone charger, and bringing your own water.



Keep the car windows open

When possible, open the windows during your ride, or leave them open if that's the way you find them. This helps to increase the air circulation in the car.

Lyft Passengers During COVID

- Health Safety Commitment



12:35



Health safety commitment

To ride with Lyft, you agree to follow CDC guidelines and local regulations:

[View CDC guidelines →](#)

- ☒ Don't ride if you have COVID-19, think you have it, or have related symptoms
- ☒ Wear a face covering
- ☒ Keep vehicle clean, and sanitize your hands frequently
- ☒ Leave the front seat empty in cars
- ☒ Open your window when possible

Everyone is doing their part

Drivers are taking the same steps to commit to health safety.

I accept

Decline

Lyft Drivers During COVID



Sanitizer and face masks

Drivers can pick up these items from contact-free areas outside of select Hubs, Driver Centers, and Express Drive locations — see pickup spots. So far, we've given out over 80,000 sanitizing products, and thousands of face coverings at no cost to drivers.



All Shared rides suspended

We've temporarily paused Shared rides across all of our markets. We will continue to monitor the situation closely and base our actions on official guidance.

Materials

- Handouts
- Presentation
- Trip Planning Worksheet



SENIOR PLANET



Aging with Attitude

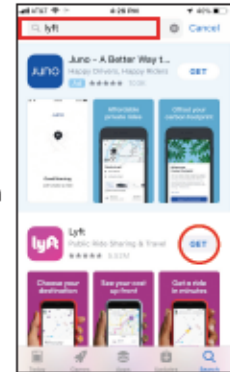
Using Lyft



Lyft is one of most recognizable ride sharing companies. Lyft was founded in 2012 with a stated goal of reducing car ownership and road congestion. It's currently available across the U.S. and in Canada. As with all ride sharing apps, you don't need cash since everything is paid through the app, via PayPal, or credit card. Lyft conducts DMV and background checks on drivers. If there are multiple cars in the area, you can see the driver's ratings and reviews.

Get Started with Lyft

- 1 Tap on the App Store  or the Google Play Store. 
Type **Lyft** in the search bar.
 - 2 Tap **Get** to download the app.
After Lyft downloads, tap **Open**.
- **iPhone** users: have your Apple ID & password
 - **Android** users: have your Google sign in information





WORKSHOPS: USING APPS ON YOUR SMARTPHONE

Please note, for all sessions, please bring your smartphone and your Apple ID or Google Play Store password so that you can download the app.

Trip Planner



Google Maps

Learn to download and use Google Maps to get directions using your preferred transportation method, be it foot, car, bicycle, public transportation, or ride-sharing service.



Transit App

You'll learn to download and use the app to get bus schedules and quickly and easily compare transportation choices, including public transit, bikeshare, carshare, and even electric scooter.



RTD's Mobile Ticketing

Learn how to download and use RTD's convenient mobile ticketing app to purchase bus and transit tickets while you're on the go.



Ridesharing App

Learn to download the app, book a ride, pay with your credit card through the app, and understand important ride-sharing safety tips.



Ridesharing App

Learn to download the app, book a ride, pay with your credit card through the app, and understand important ride-sharing safety tips.

ADDITIONAL TRANSPORTATION AND TRIP PLANNING RESOURCES

RTD Trip Planner and Next Ride system

303-299-6000, www.rtd-denver.com/app/plan/trip

RTD Access-a-Ride

303-299-2960, www.rtd-denver.com/accessARide

Via Mobility Services

303-444-3043, viacolorado.org

zTrip

303-699-8747, www.ztrip.com

GoGoGrandparent

855-464-6872, gogograndparent.com

DRMAC

303-243-3113,
www.drmac-co.org/getting-there-guide

Area Agency on Aging Resource Line

303-441-1617

Faith in Action Volunteer Driver

303-666-9312, jdaviesfia@aol.com

Medicaid IntelliRide (formerly VEYO)

303-398-2155

EMERGENCY CONTACT PHONE NUMBER:

Trip Planner



TRANSPORTATION PLANNING WORKSHEET

SO MANY WAYS TO GET AROUND:



One mode of transportation does not fit all needs. By integrating various modes; transportation becomes flexible & provides diverse options for diverse needs: Social, Economic, Affordability, Independence, Quality of Life and Health.



DATE TIME	STARTING ADDRESS	WHERE DO I GO? Examples: store, doctor, pharmacy, etc.	HOW DO I GET THERE? Examples: friend, bus, Lyft/Uber, etc.	CO\$T	NOTES

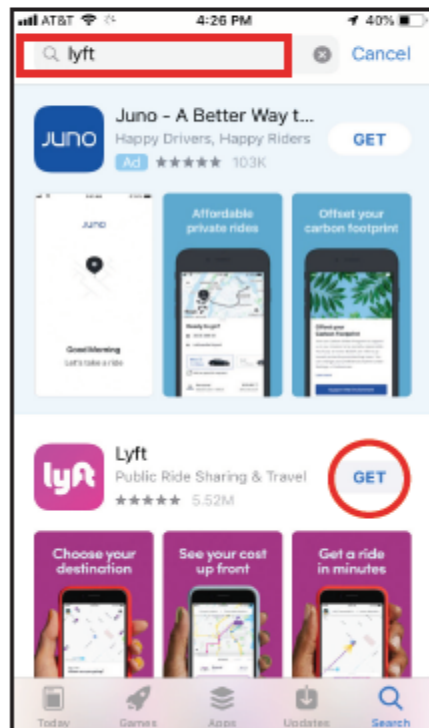
Questions, email MobilityForAll@BoulderCounty.org, or call 720.564.2218

Get Started with Lyft

- 1 Tap on the App Store  or the Google Play Store. 
Type **Lyft** in the search bar.

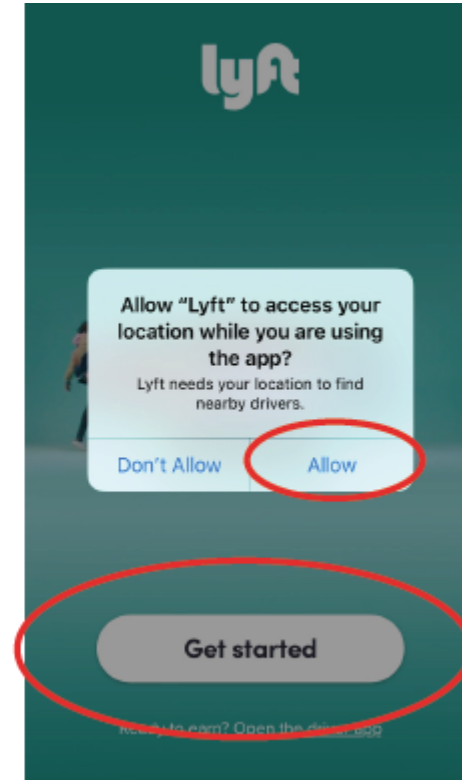
- 2 Tap **Get** to download the app.
After Lyft downloads, tap **Open**.

- **iPhone** users: have your Apple ID & password
- **Android** users: have your Google sign in information



3

Once the Lyft app opens, tap **Get Started**. It will then ask to access your location. Tap **Allow** to grant permission.



4

Next, enter your cell phone number.



App Store 4:27 PM 39%

<

What's your number?

We'll text a code to verify your phone

+1 (201) 555-0123

[Have an account and a new number?](#)

→

iPhone
+17187538523

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

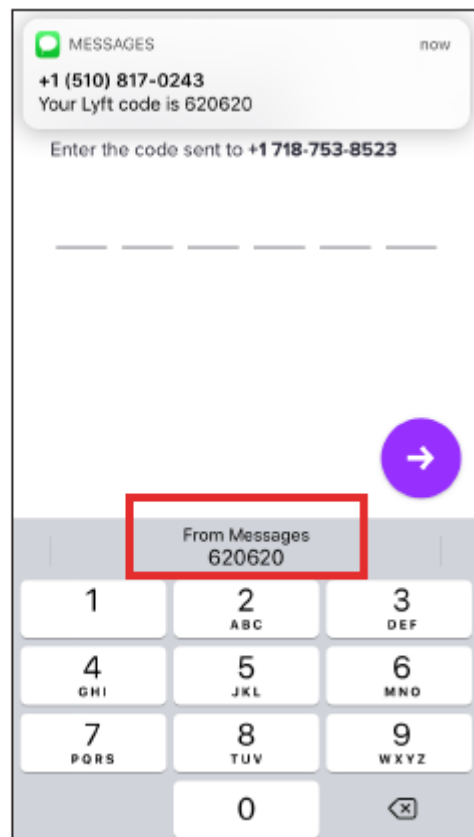
-
- 5 Lyft will send you a text with a four-digit code. This is to verify that the number is yours. Return to your home screen and then tap the **Messages** icon to open your texts. Write down the code here _____





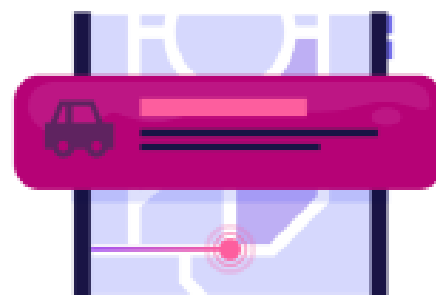
If you have an iPhone, look for the verification code directly in the Lyft app, like in the image on the right.

- 6 When you're ready with your code, open the Lyft app again, and type the code you wrote down.



7

Allow **Push notifications** so you can receive messages and updates about your rides.

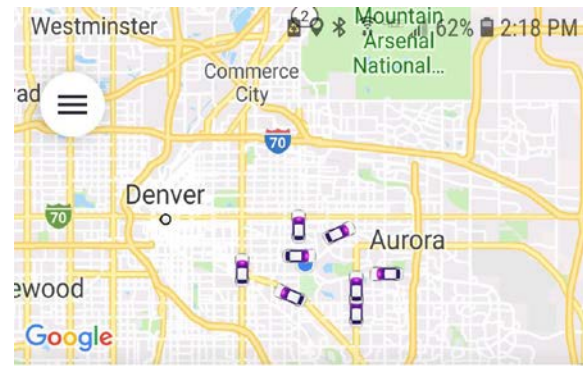


Track your ride with push notifications

Get updates on your driver's location (and more) through push notifications

Allow

- 8 That's it! You're ready to book your first ride! At the bottom of the screen you'll see options for scooters and public transit.



Hey there, Judy

Where are you going?

 Search destination

-  **Sheraton Denver Downtown Hotel**
1550 Court Pl, Denver
-  **Chow Morso Osteria**
1500 Wynkoop St, Denver

NEARBY

 Scooters

 Public transit

 19 min
Auraria via 6th

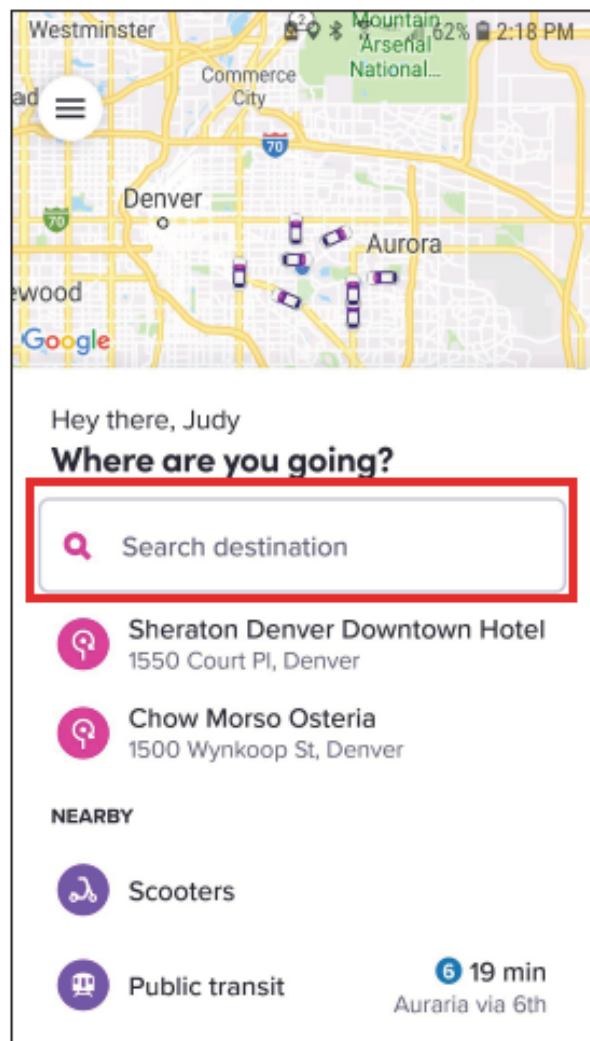
Adding a Payment Method

You don't need to add a payment method to sign up for Lyft, but you will need to add one to pay for the ride. Adding a

Book a Ride

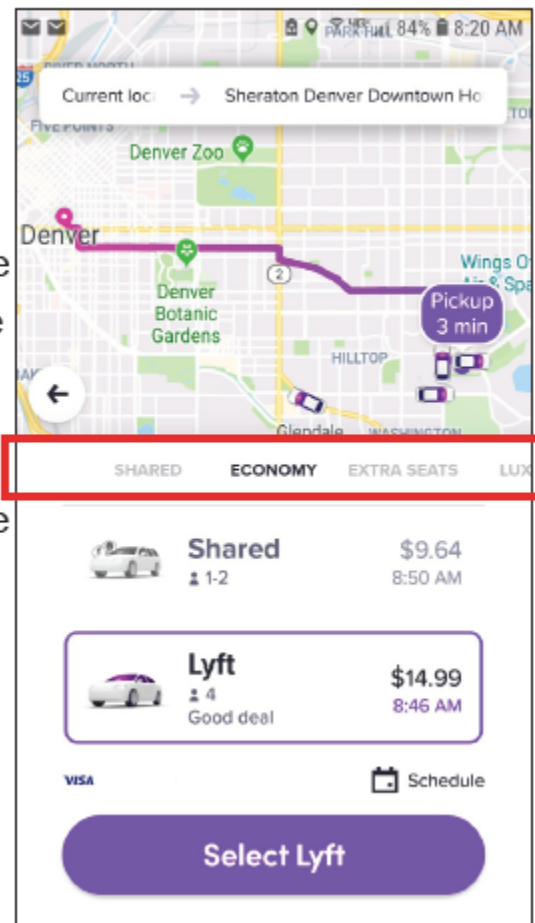
Lyft will show a map of your city. Your location is shown with a blue dot. The cars represent the available drivers in your area.

- 1 Tap the **Search destination** bar on the screen. Type in your destination address or landmark (stadium, airport, etc.)



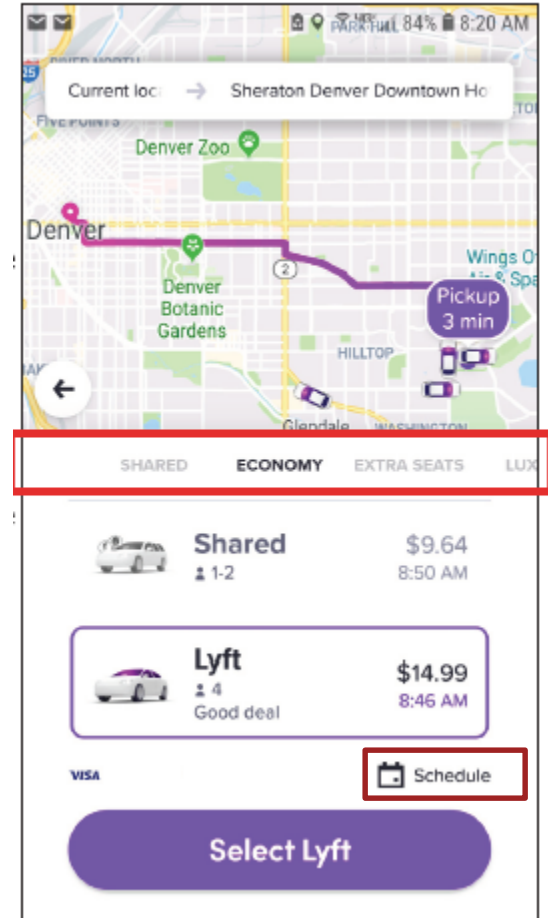
2 Your route will appear on the screen.

- There is a shared option, which means the driver will pick up another passenger.
- The ride for a total of 4 passengers costs a little more and will get you to your destination a little faster.
- You can apply filters to your request: **Shared**, **Economy**, **Extra Seats**, **Luxury**, etc. Tap to see options.
- How many minutes until your ride arrives?
- What is the estimated time of arrival?



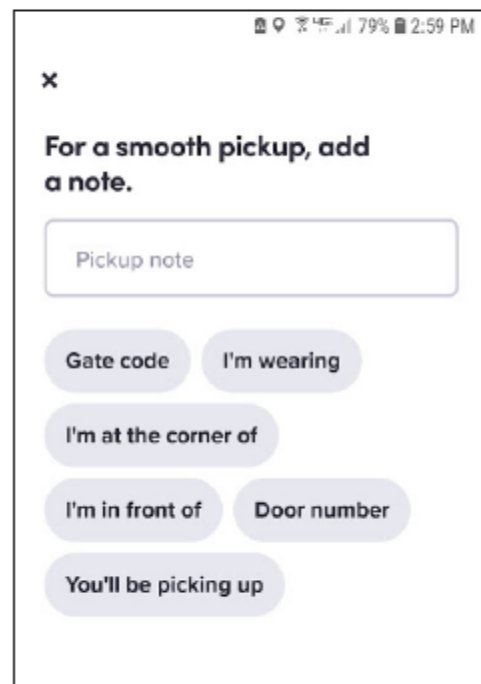
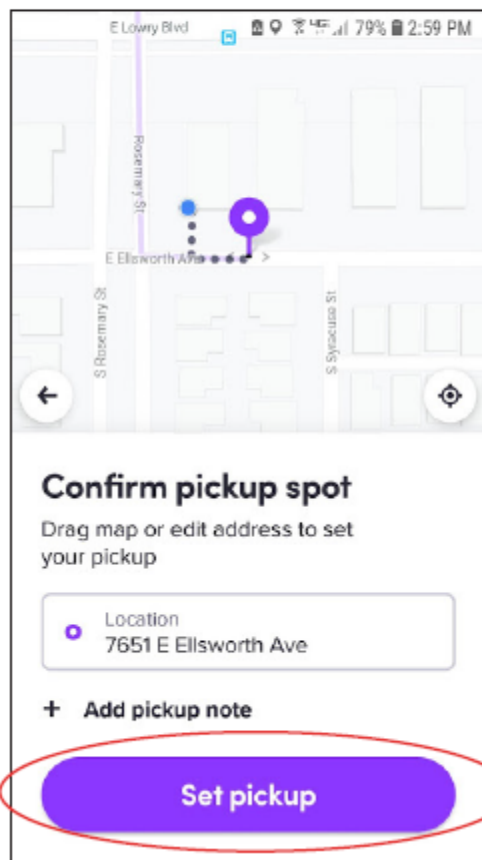
Cost

- Prescheduled rides have a guaranteed cost!
- You can preschedule rides up to 7 days in advance of your trip!



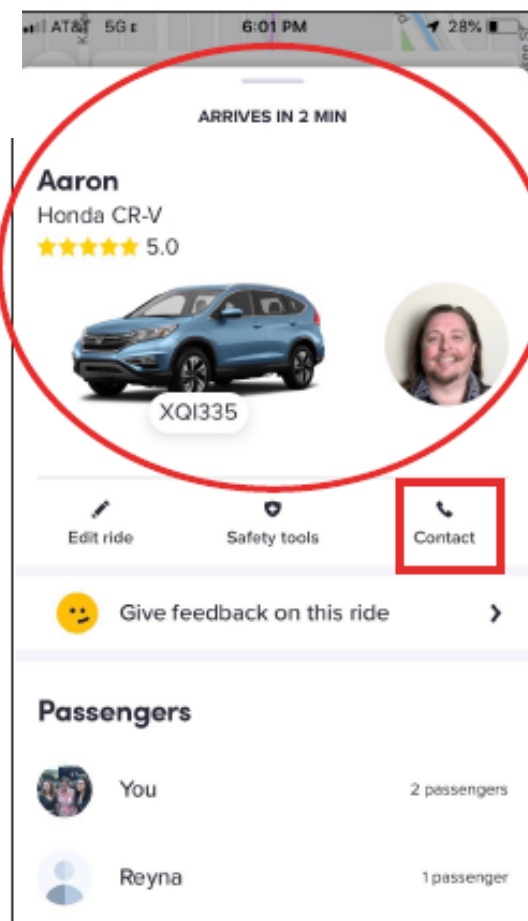
3

Tap **Set pickup** to confirm your pickup location. You can add a pickup note. Tap **Add pickup note** on the screen. You'll see a screen appear with options like the one on the right below.



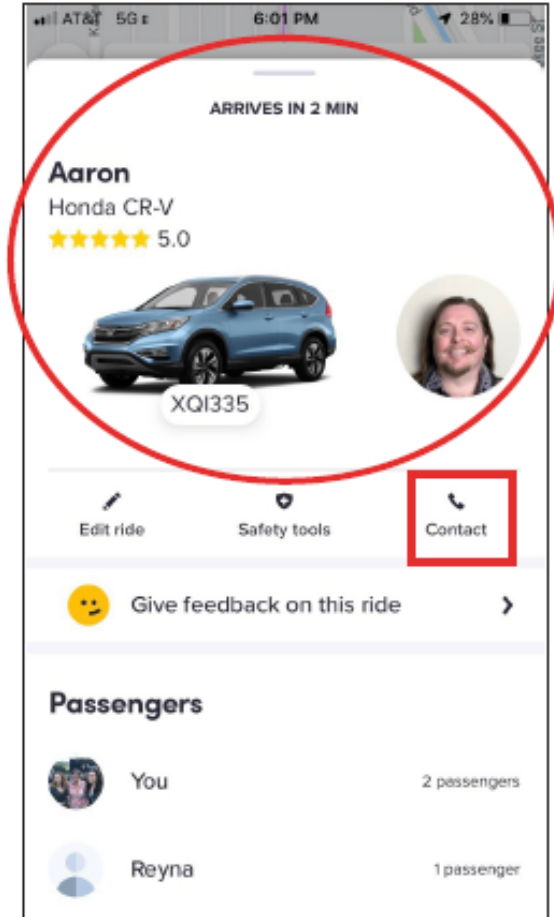
4 Take note of the information on this screen:

- Driver's name
- Make and model of car
- Driver's rating
- License plate
- Contact icon. Allows you to call driver directly.



Waiting for your Ride

- Meet your Lyft outside the main entrance
- Look for cars with the logo sticker
- Driver will confirm **YOUR** name



Safety Tips



Follow these basic safety tips when using Lyft or any ride sharing service:

- Stay inside until your ride arrives whenever possible. Minimize the amount of time you're waiting outside with your phone in your hand.
- Confirm that you're getting in the correct car. The license plate, car, and name of the driver should match what you see in the app. You can always ask the driver to confirm the name of the person they're picking up.
- Always ride in the back seat.
- Wear your seatbelt.
- Check the driver's rating.
- Follow the car's route on the map in your app.
- Never pay cash. There's no need to take your wallet out during your trip.

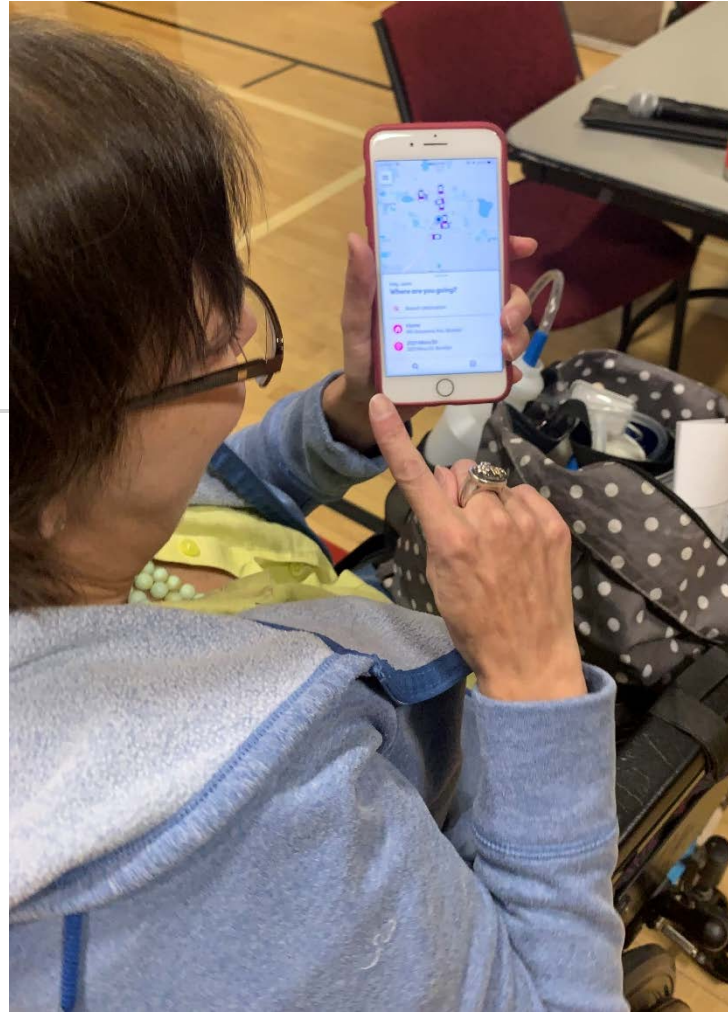
Tipping and Rating Your Driver

Once you've reached your destination, the Lyft app will give you the option to tip and rate your driver.

- 1 Tip.** You do not have to tip your driver, but if you choose to do so, you must do it through the app. You can select any of the options— including **No tip**—or select **Custom tip** to add any amount you like.
- 2 Rating.** Tap the number of stars you think your driver deserves for your ride. Five stars is the best, one is the worst.
- 3 Details.** Once you rate your driver by tapping the stars, you'll see options like the ones in the image on the right. Tap the descriptions that fit your experience.
- 4 Comment.** Personalize your feedback by including a comment.
- 5 Send.** Tap **Send to Lyft** to submit your comments and tip. All feedback is anonymous.

The screenshot shows the 'Complete ride' screen in the Lyft app. At the top, it says 'Complete ride'. Below that is the 'Add tip' section, which states '100% of tips go to drivers'. There are four buttons: 'No tip', '15% \$2.74', '20% \$3.66', and '25% \$4.58'. A 'Custom tip >' link is also present. Below the tipping options is a 'VISA' card icon. The 'Rate your ride' section shows five yellow stars, with the word 'GREAT' and the phrase 'Awesome! What went well?' below them. There are four buttons for feedback: 'Good Driving', 'Friendly Driver', 'Clean Car', and 'Fun Conversation'. At the bottom, there is a 'Write a comment' section with a text input field and a 'Send to Lyft' button. A note at the very bottom states: 'Feedback is anonymous — we'll review it before sharing anything with your driver. [Learn more](#)'.

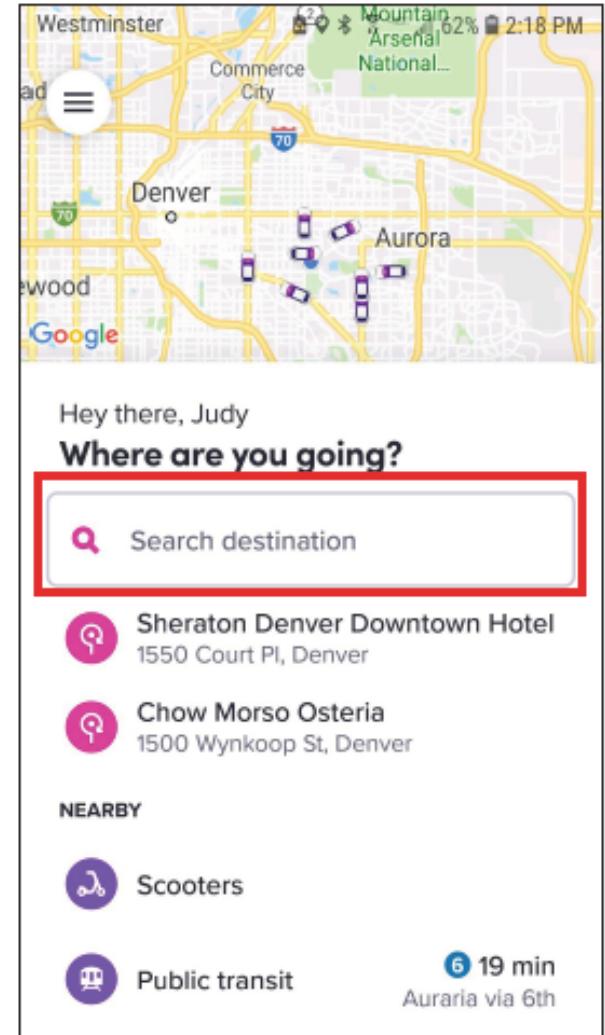
Demonstration



Practice as a Group

Options:

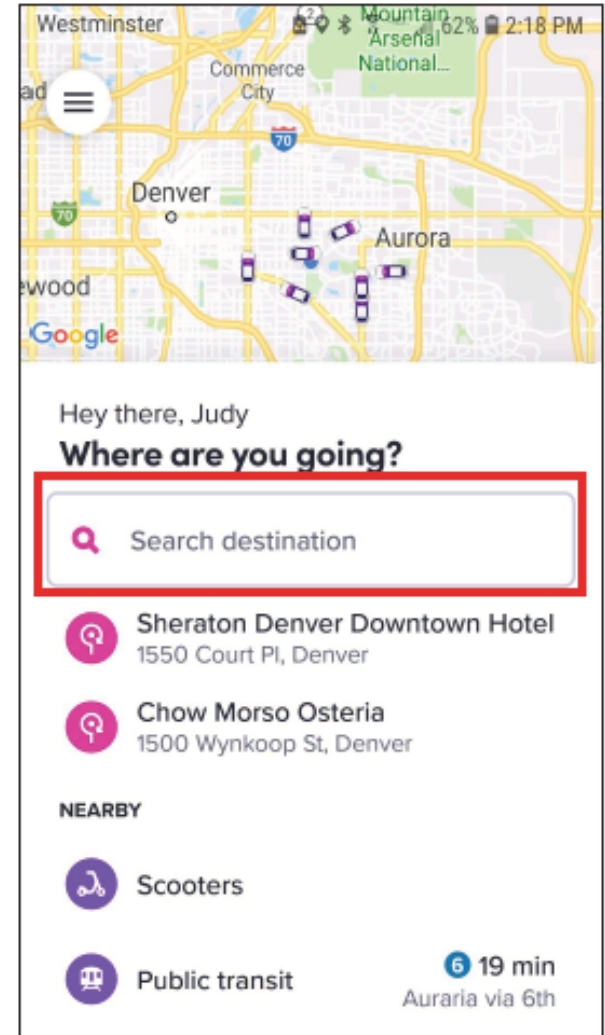
- Boulder Public Library – Main Library
- 1001 Arapahoe Ave, Boulder, CO 80302



Practice on your Own

Select One of Your Destinations

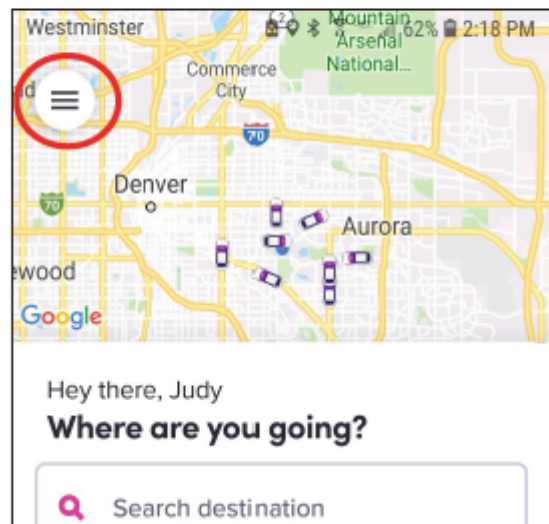
- Location Name
- Location Address



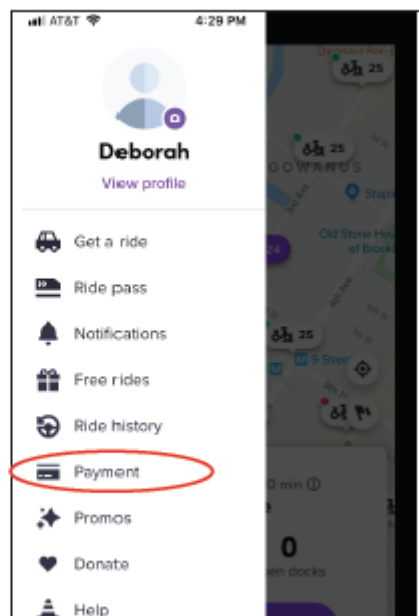
Adding a Payment Method

You don't need to add a payment method to sign up for Lyft, but you will need to add one to pay for the ride. Adding a payment method is quick, easy, and secure. All rides are paid for through the app and drivers cannot accept cash or credit cards personally for the ride.

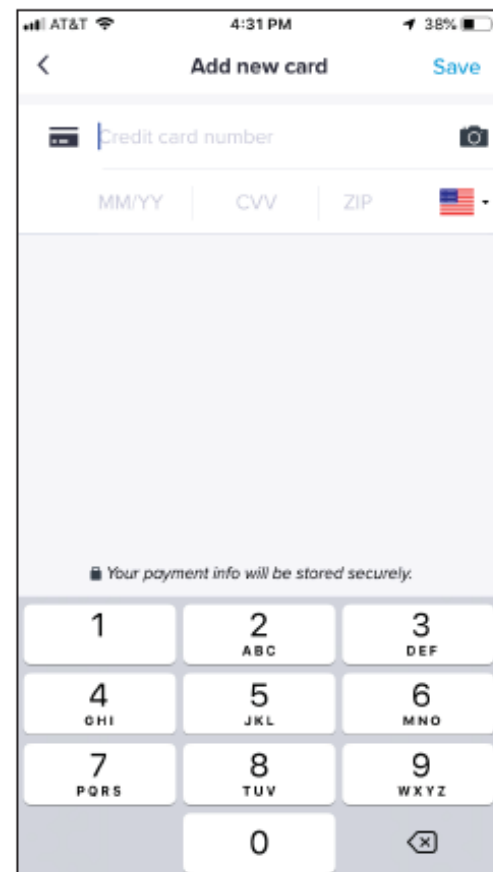
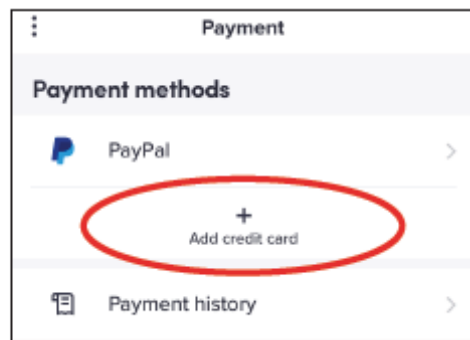
- 1 From the home screen, tap on the **menu icon**. It looks like three horizontal lines.



2 Tap Payment.

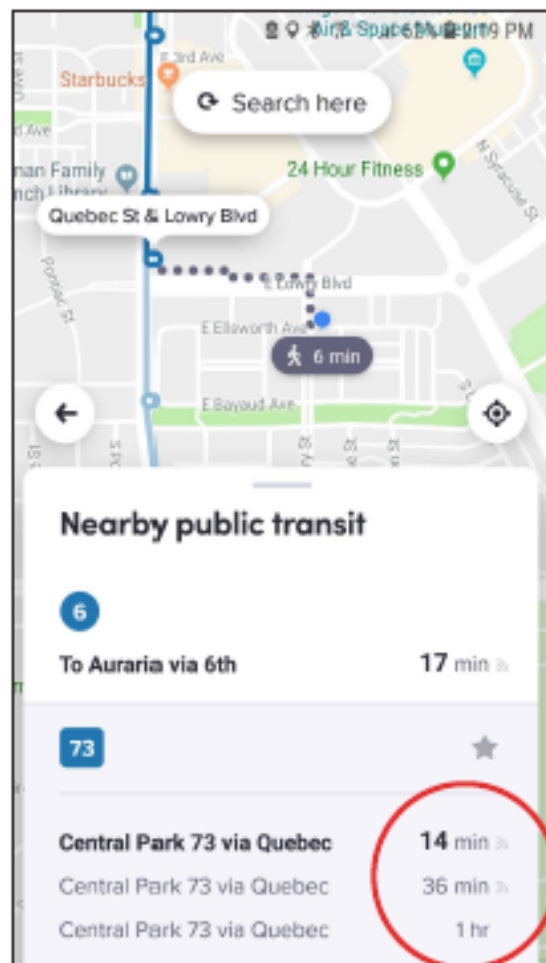


2 Select your preferred method of payment: credit card or PayPal. On the next screen you'll be prompted to add that information.

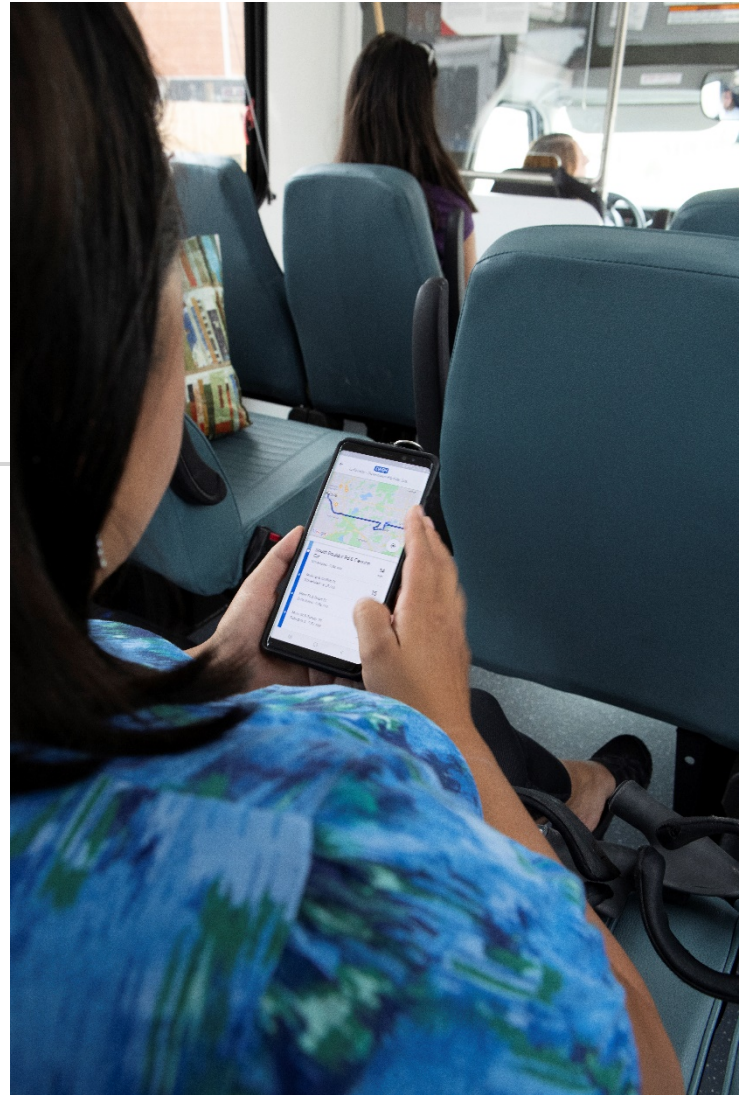


Public Transit

- 1 When you open the Lyft app, you'll see public transit options. Tap on **Public Transit** to see all available routes.
- 2 The stop will be displayed on your map, along with an estimate of how long of a walk it is.
- 3 The frequency with which the bus stops is also included in the app.



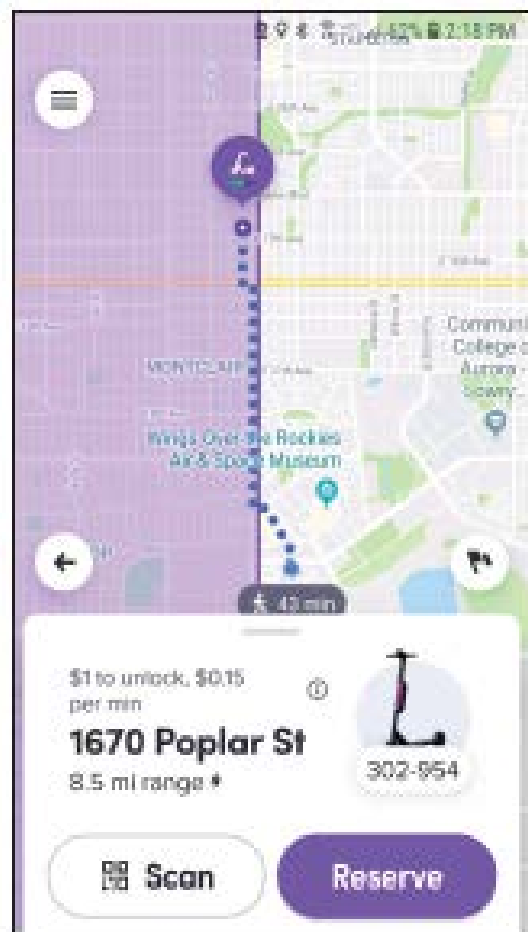
Demonstration



Lyft Scooters

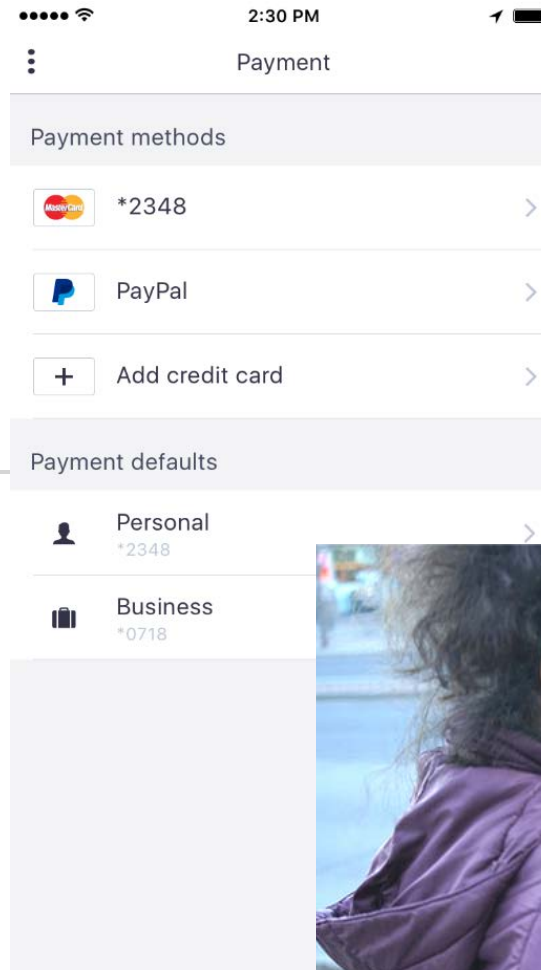
Scooters are available through Lyft in select cities!

- 1 When you open the Lyft app, you'll see nearby scooters that are available for rent.
- 2 You can reserve the scooter by tapping **Reserve** in the app.
- 3 The scooter's location and price to use it are all included in the app.
- 4 If you elect this option, tap **Scan** when you arrive at the scooter, you'll then be prompted to scan it and start your ride!



\$50 Credits

- Sign In Sheet
- Cell Phone Number
- Add a Credit Card to you Account





Angel Bond
Mobility for All Program Manager
720-564-2218
abond@bouldercounty.org

