

Ready, Set! Ride Hail!



Thank you! NCOA and MCOA

National Council on Aging/Mass Council on Aging

Thank you to NCOA and Lyft for funding this project and to MCOA for their continued support of the TRIPPS program.

Also to TRIPPS volunteers who wrote and tested this document, and to all the TRIPPS students who have taken our Ride Hail class and gone much farther!

Ready, Set! Ride Hail!



Step by Step Directions

Developed by Transportation Resources, Information, Planning & Partnership for Seniors (TRIPPS)

A program of the Brookline, MA Council on Aging

Four preliminaries:

- 1.** Location Services must be turned on. This is the default setting for most phone users. If not:
Find your location services in your phone settings.
- 2.** Your ride hail account needs to have a valid credit card on file. If you have not done this step, open the ride hail app, and add it now.
- 3.** Ride hailing works best if you have cellular data turned on. Cellular data is the default setting for most phone users. If you rely on the WiFi signal alone, you will lose the signal.
- 4.** When downloading your ride hailing app make sure to have allowed push notifications so you receive text messages about your upcoming ride.

Rider Tip:

Wifi is like an FM radio signal with a short range. Cellular data lets you access the internet and apps from anywhere.

7. Drivers and Passengers

During the trip, if anything makes you feel uncomfortable, you have the option to end the ride at any time. Your address or contact info won't be shown in your driver's ride history.

After your trip, rate the driver. This helps the system work and drivers that are not up to performance standards will be quickly identified. Your individual rating will not show up in the driver's app. Remember, the driver will be rating you too.

Each trip is different, but some drivers like to chat, others are quiet. You can always ask them to turn down the radio or change the climate settings.

8. Exit curbside

Check for vehicles, scooters, bikes, and people before exiting the vehicle. (And make sure you haven't left anything behind, such as your phone or keys, etc.) If you do leave something behind, go to the menu bar, open your profile page, and click on your last trip. There are options there for reporting the item and making sure it gets back to you soon!

Your Notes:

Here are some tips for a comfortable ride:

1. You can call from indoors, but be ready!

An indoor location, reduces time spent waiting on the street. But, the vehicles will come quickly and will not wait more than a few minutes.

2. Request your ride from a safe place

Choose a pickup spot where your driver can easily pull over. (This means no bus stops or other no-stopping zones.) Sometimes you will have to walk to a safe spot, instead of standing where you exit the building.

3. Check the License Plate, Car Make and Model and Driver's Name

Always do these safety steps before you enter a vehicle. Match these with what you see in your app.

4. Pick the best size vehicle for your travel

You may use a standard four door Lyft vehicle most of the time. But, there are lots of different vehicle choices for luxury cars, big groups, or extra luggage.

And, consider taking a shared ride. The trip will cost less, you might meet a new friend, and you will help to reduce the number of vehicles on the road. It might take a few more minutes, but the app will let you know the estimated time.

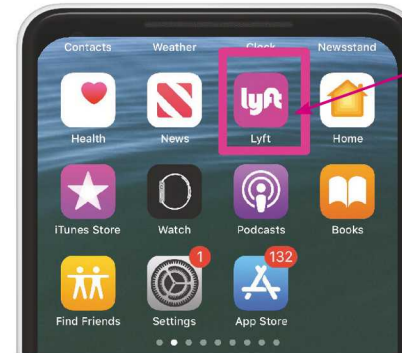
5. Send your trip info to loved ones

You'll find this option in the safety features and you'll need to enter the smart phone number of this designated person. They'll see your location in real-time.

6. Sometimes driver's take a different route

Keep the app open as you travel in the vehicle. You will be able to check out the driver's route to see how you're getting to your destination.

There are reasons why the driver might be traveling on a route you are less familiar with: a detour, too much traffic, or a shortcut. If you feel uncomfortable, ask the driver.

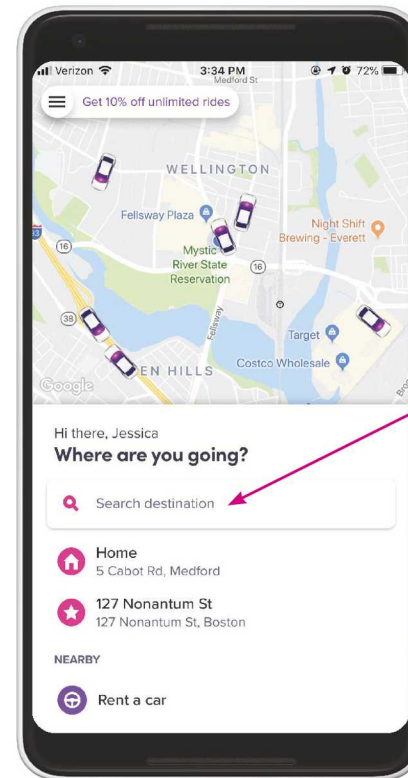


Step 1

Open the Ride Hail App

Tap the icon for Lyft with your finger. It should open. You will see a screen that looks like a road map. Let's take some time to look at that screen together.

The map shows streets that are closest to where you are and it may also show Lyft vehicles in the area. You can see each vehicle on the map. You will not pick an individual vehicle. Lyft will match you with the next available driver.



In the middle of the screen you will see text that says, "Where are you Going?" and beneath it a box that says "Search Destination." Tap on it.

Ready, Set! *Ride Hail!*

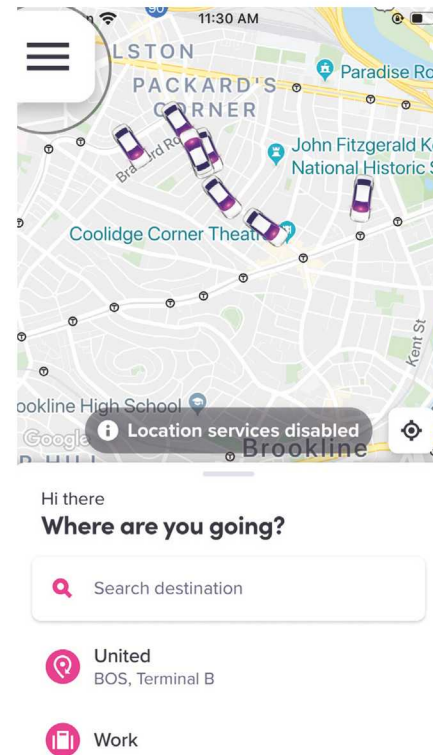
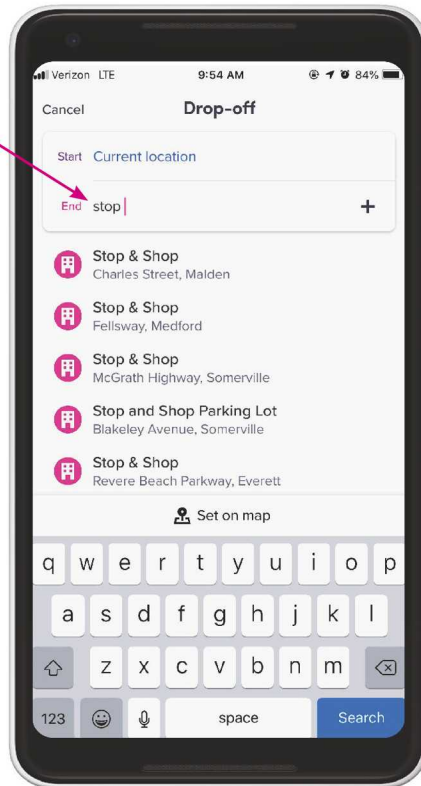
Step 2

Tap your finger on “**Search Destination**” to reveal a keyboard at the bottom of your screen.

You can now type in a street address or a business name. OR, choose from the selections provided for you. Notice that as you type, the app will suggest addresses for you. Be very careful if you select one of these (by tapping on it). Read the full address if you choose it, including the town or city.

Rider Tip:

Make sure when you put in an address there is a safe place for you to wait. It should also be a safe place for the ride hail vehicle to pull over. Sometimes you will need to walk a few feet to a safer spot and then put in that new address.



Finally, when you open the Lyft app next time, it will start out with the “where to” screen!

Ready to Lyft Up and Go!

Ready, Set! *Ride Hail!*

After you Travel

The settings on your Lyft app are where you go to view your account. To access this information tap the three bars on the top left of the screen.

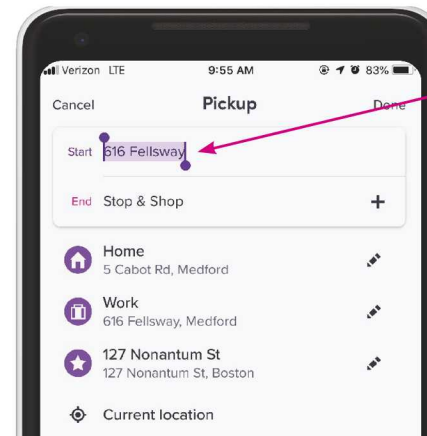
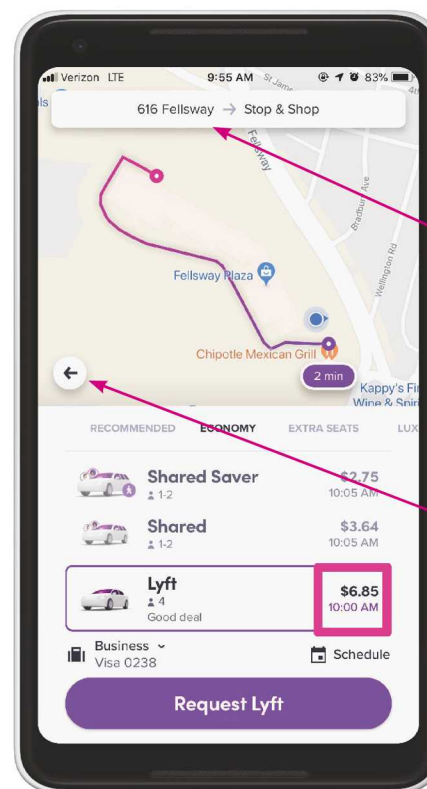
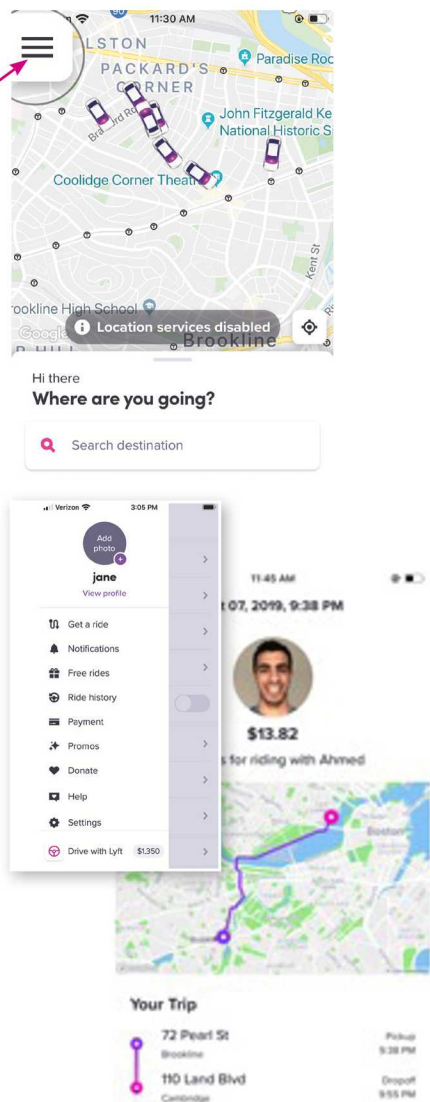
When you tap the menu screen you can access:

Ride History: Here you will see a lot of detail for each trip you take. This is where you can also rate the driver, leave a tip, report a problem with a prior trip.

Your Profile: Your name, email address, and default home and work settings. Adding a default home address and another site you frequently visit will save you time and make it easier to use the app.

Payment: This is where you can update your payment method and add discount codes.

There's More! Make time to explore the different options and familiarize yourself with the menu. There is also an extensive Help section.



Once you have selected an address, the app will switch to a screen that looks like the one to the left.

For now, just focus on the upper part of the screen that displays a map. Above it you will see your destination address.

To the left you will see the pick up address.

The purple oval on the map indicates approximately how many minutes you will wait for the pick-up.

Note the back arrow at the left edge of the map. Tap it now if you need to back up and return to a previous screen.

Rider Tip:

Stop and Review: Is this the exact address for pick up?

If not, tap on the address. A "current location" bar will appear and when you touch it you can begin to type in the correct address for your pick up. Tap Done.

Ready, Set! *Ride Hail!*

Step 3

Now it's time to make some choices: what kind of vehicle do you want to travel in? How much will it cost? How long will it take to get to your destination?

- Type of vehicle
- Est. Cost
- Est. Time of Arrival
- Payment method
- Schedule for a later pickup

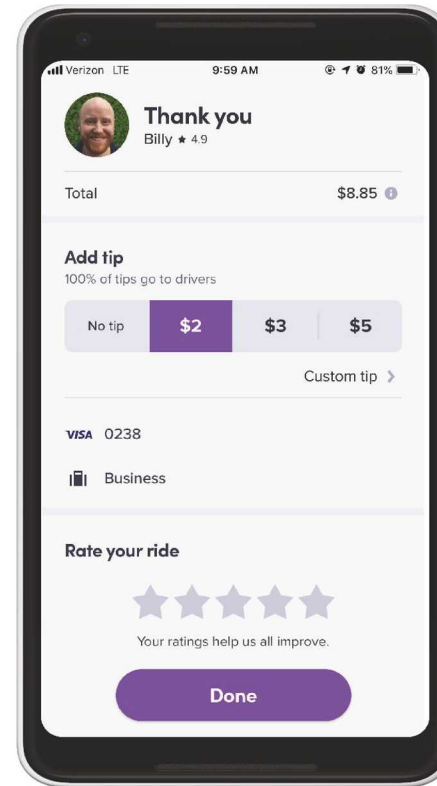
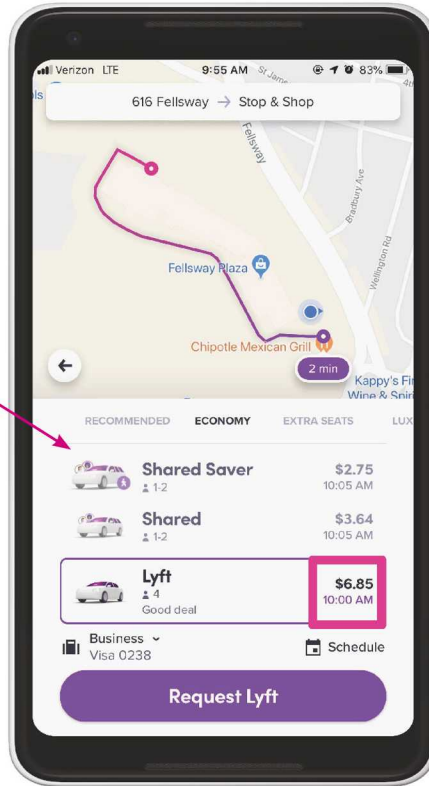
There are more vehicle choices if you slide your finger up and down, or across the screen. There may be vehicles that hold more people or Wheelchair Accessible Vehicles (WAV).

The most popular choice is Lyft. You will have a regular sized car and ride alone. Or, you can bring along three friends at no additional cost.

You are almost set to go! Double check. Above the map, you can see the pick-up address and your destination address. Make sure they are both correct.

Rider Tip:

Shared rides are less expensive, as you will pick up other riders en route.



Step 8

That was easy! You've arrived.

When the trip is over, the app will usually switch to this screen. If it does not, you will find a reminder in your email or text messages later on.

Lyft will ask you to rate the trip on its five point scale. They will ask if you wish to provide a tip.

Rider Tip:

The convention is to rate the trip five stars if it was a normal trip and everything went OK. If you rate with less than five stars, the app may prompt you for more detail.

Tipping the driver is optional, but it's always appreciated and helpful.

Ready, Set! *Ride Hail!*

Step 7

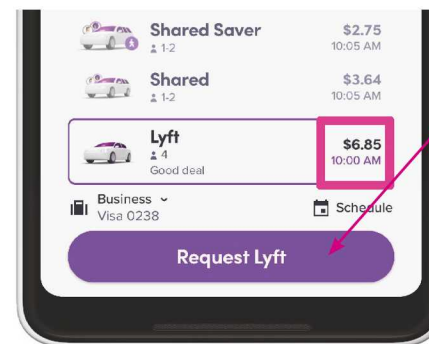
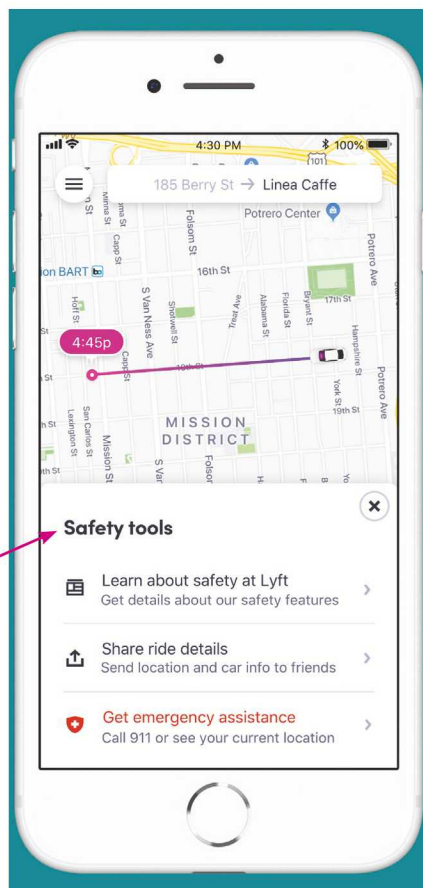
Before you get in the vehicle, check the license plate to see that it matches what you were sent, and also ask the driver his/her name. The driver should ask your name too.

Keep your phone with you and the app open during your ride in the vehicle. Then you will see the route that the driver is taking to your destination. The GPS will usually pick a route that has less traffic or is faster.

This is a good time to explore the safety feature within the app. You can send the progress of your vehicle to a friend (they will see the vehicle in real time). You can also call 911 from within the app.

Rider Tip:

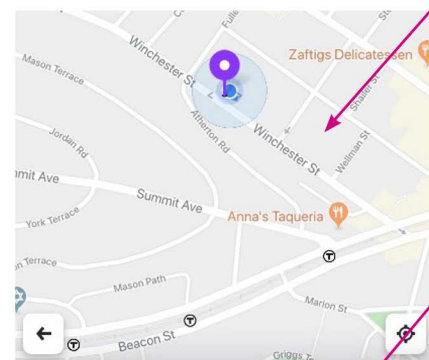
The route the GPS picks will not always be the one you are most familiar with.



Step 4

Now tap **REQUEST LYFT** at the bottom of the screen. When you tap this button, you are indicating what size vehicle will pick you up. You have not actually ordered the ride-hail vehicle to come. There is one more step.

Your screen will now change and look like this.



Confirm pickup spot

Drag map or edit address to set your pickup

Location
93 Winchester St

+ Add note for driver

Confirm and request

Step 5

Carefully read the box with the pick-up spot.

Now you are ready to tap **Confirm and request**. The phone screen may go dark for a second or two, as your ride is located.



Rider Tip:

Beginners should use the text to confirm their location, and not rely on the map that shows the pin-drop.

Experienced users may want to use the pin-drop but it takes some practice.

Ready, Set! *Ride Hail!*

Step 6

Your trip is confirmed!

The app will send you a message that confirms your ride.

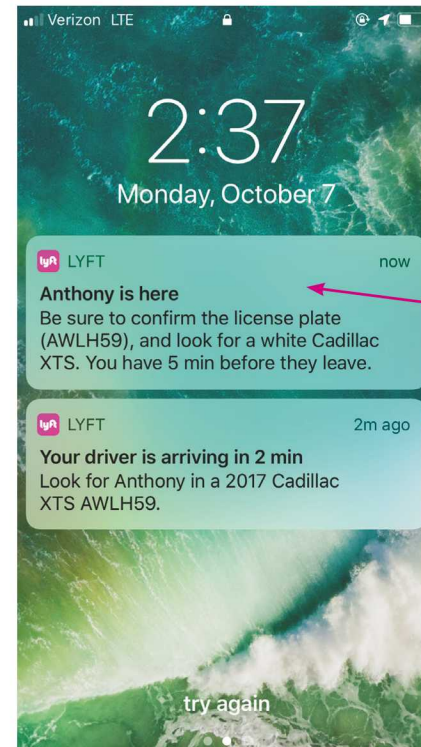
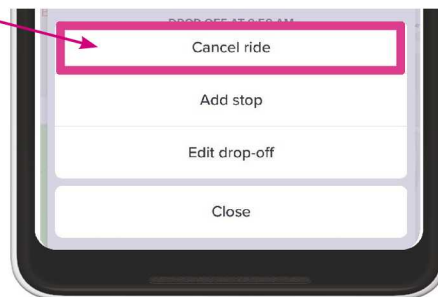
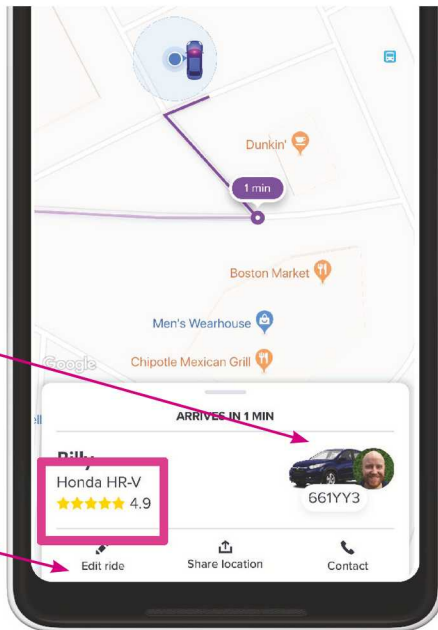
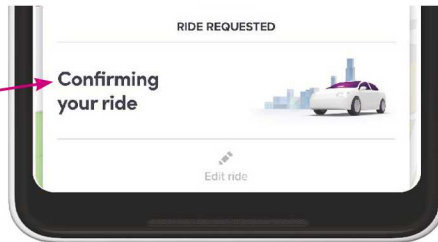
Once your ride is confirmed, the screen will look like this and will give you the following important information.

- Driver's Picture
- Driver's Name
- Driver's Rating
- The Type of Vehicle
- The License Plate Number

If for some reason you need to cancel the trip, or edit the location, tap Edit at the bottom of the screen.

Tap cancel ride.

Confirm cancellation.



You will follow in real-time the trip of the Lyft vehicle that is going to your pick up location! If you see the vehicle stop for a moment, it is probably because it is at a stop sign or traffic signal. So, keep the page open and watch the vehicle approach.

When the vehicle is getting near, you will begin to receive text messages or push notifications that look like this.

They will update you on the location of the vehicle- make sure to be standing outside, with your phone in hand. Stand in a safe area, where the vehicle can pull over safely out of traffic!

Rider Tip:

Many screen-savers are set to close after 10 or 15 seconds. Keep the screen open by continuing to keep your finger on the map. If yours closes, just tap on the Lyft icon again and it should reopen to where it left off.