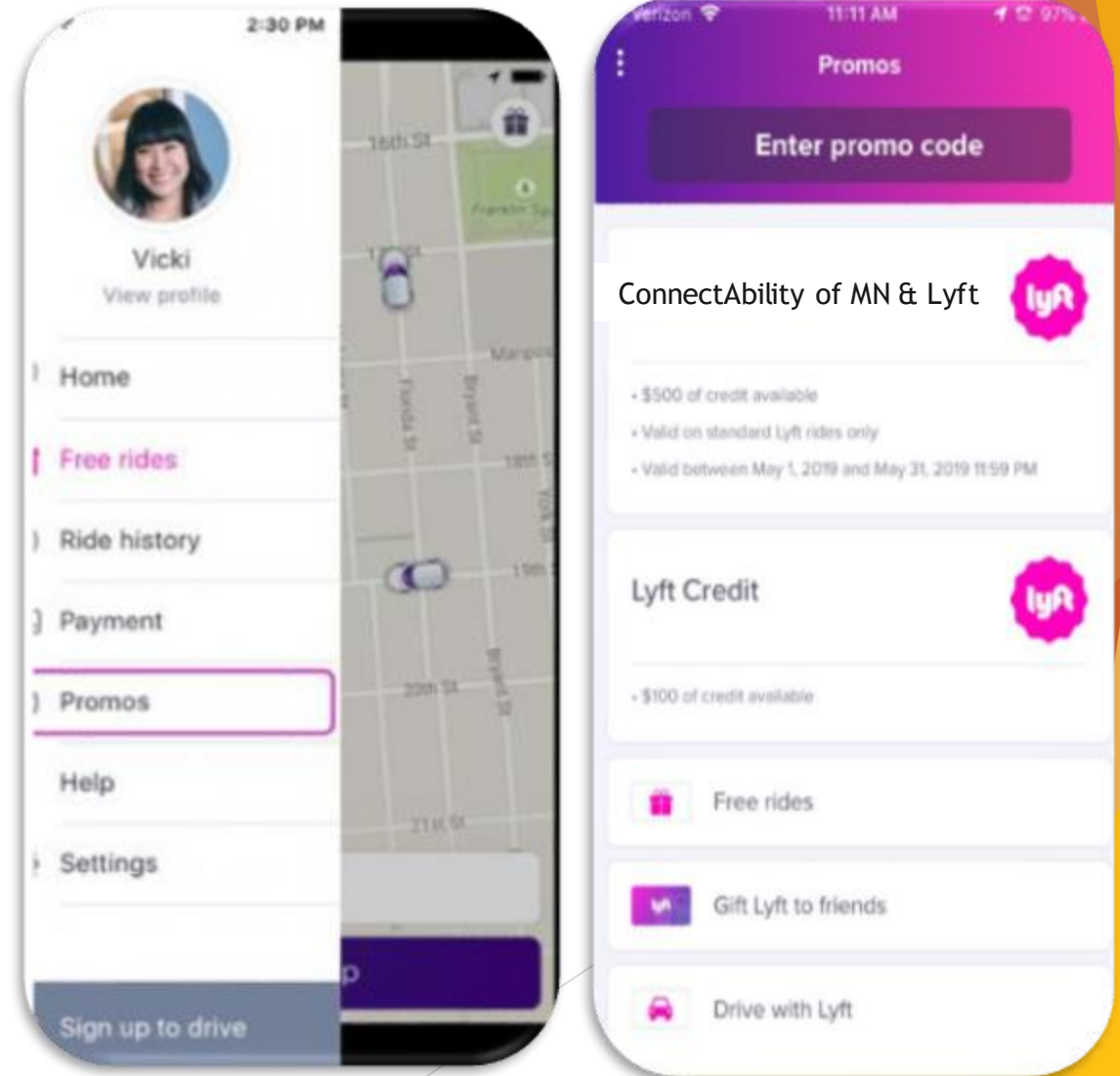




*Lyft:  
Caregiver Tips*

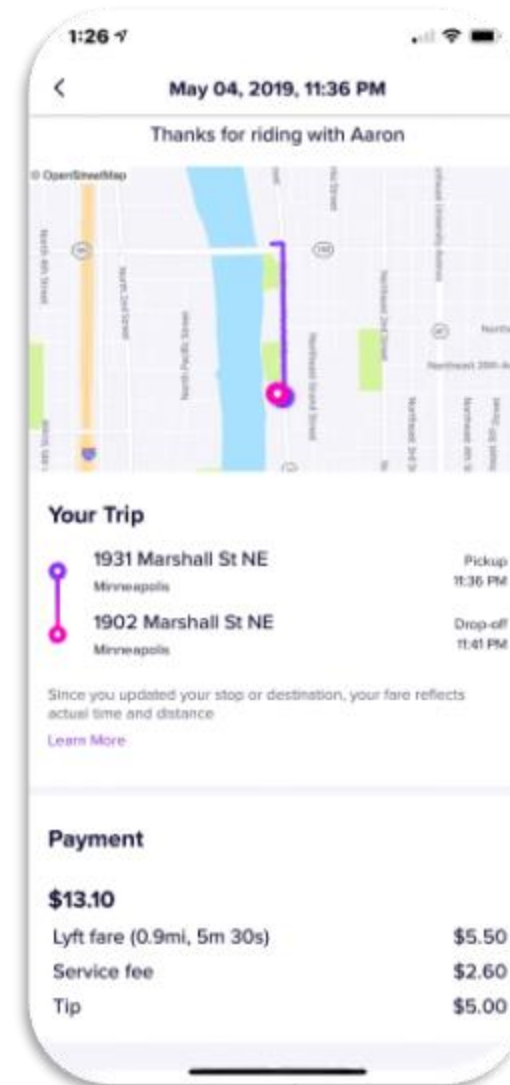
# When funds are added:

- ▶ Funds are added to your Promo section on the 1<sup>st</sup> of each month.
- ▶ Rides requested in the Lyft app will need a promo code and will be billed to ConnectAbility of MN as long as funds are available.
- ▶ If funds are unavailable, the cost of the ride will be charged to the card on file.



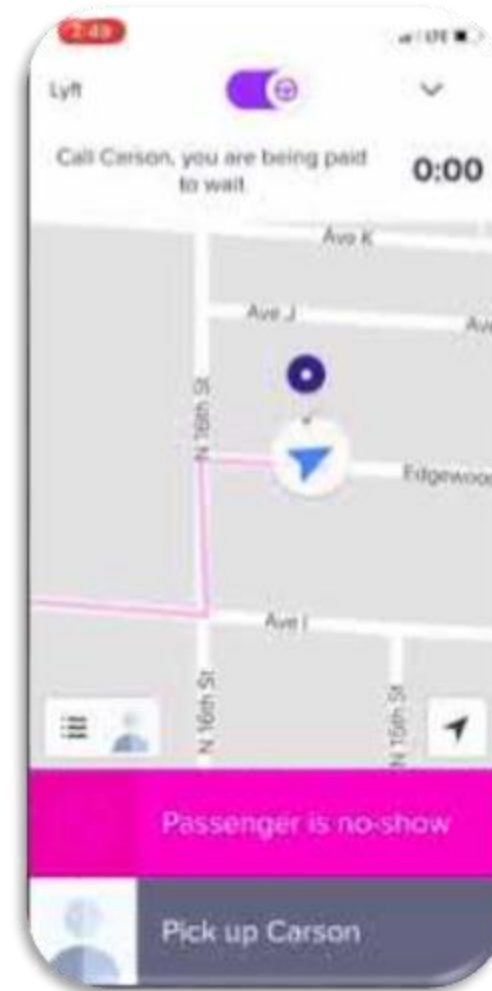
# Tippping your Lyft driver:

- ▶ Upon the completion of your ride you will have the option to tip your Lyft driver.
- ▶ Tips are not required.
- ▶ Promo funds cannot be used for tips.
- ▶ Tipping must come off of your card on file or be cash.



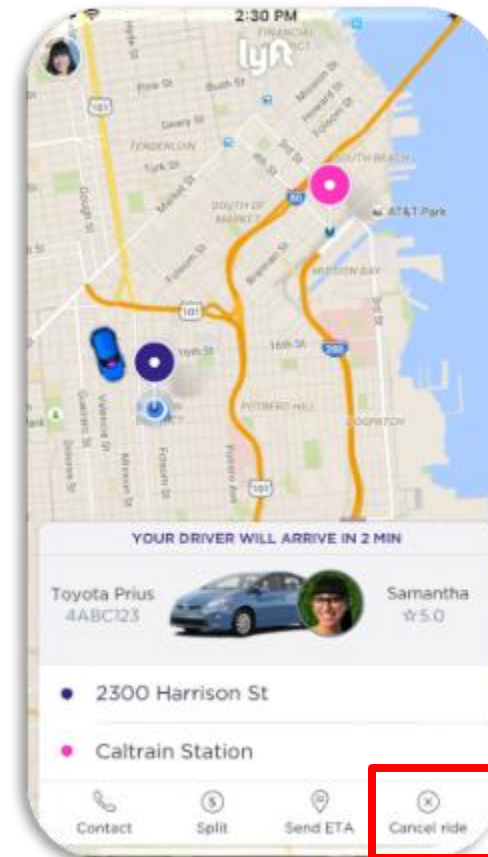
# No Show Policy

- ▶ Lyft gives riders a 5 minute late window to arrive at the car before the driver can mark them as a No Show.
- ▶ There is a \$25.00 fee charged to the card on file for a No Show.
- ▶ Promo funds cannot be used for a No Show.
- ▶ A No Show fee may be charged under these circumstances:
  - ▶ Your driver arrived to pick you up.
  - ▶ Your driver waited the allotted time or more.
  - ▶ Your driver attempted to contact you.





# Cancel a Ride

- ▶ A cancel fee may be charged if one of the following occurs:
  - ▶ The cancellation window has passed after a driver accepts your ride request.
  - ▶ Your driver is on time to arrive within 5 minutes of the original estimated arrival time.
- ▶ Repeat Cancellations
  - ▶ You will be charged a \$2.00 fee if you cancel 3 or more rides of any type within a 15 minute time frame - regardless of the cancellation window.



# Emergency Contact Card

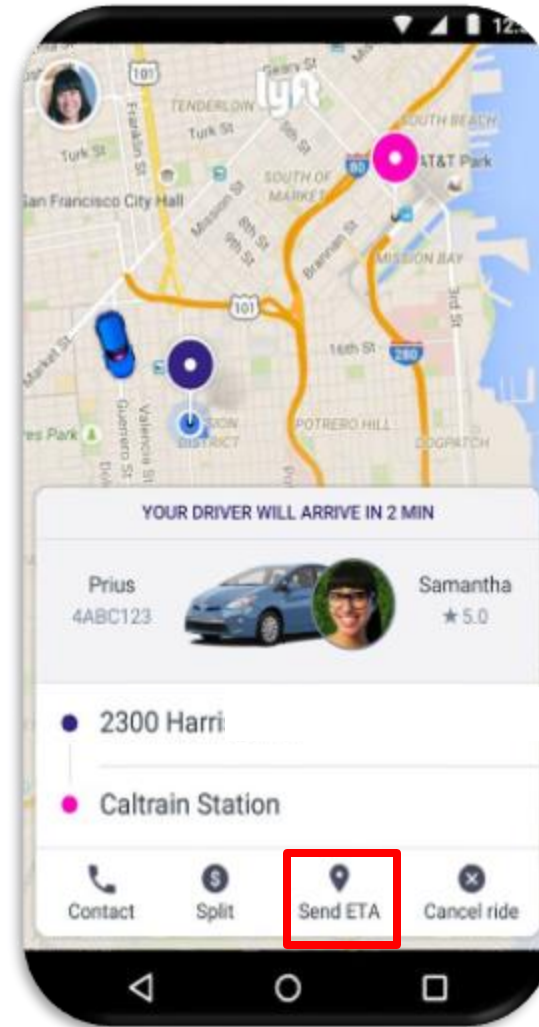
Emergency Contact Information
Keep this card on you when taking a Lyft ride. The numbers may be useful if you ever have a concern while using Lyft. If you need more rides or have concerns about the service, please contact: <a href="mailto:transportation@connectabilitymn.org">transportation@connectabilitymn.org</a>
In case of an Emergency: Call 911
 
Lyft Critical Response Line: 1-855-865-9553
ConnectAbility of MN: 320-253-0765
Guardian Contact: _____
Emergency Contact: _____
County Case Manager: _____
Other Contact: _____
Other Contact: _____

- ▶ Each client is provided with an Emergency Contact Information card.
- ▶ This card lists ConnectAbility of MN's contact email and phone number as well as Lyft Critical Response Line.
- ▶ It is recommended to complete this card and keep on you during your Lyft rides.



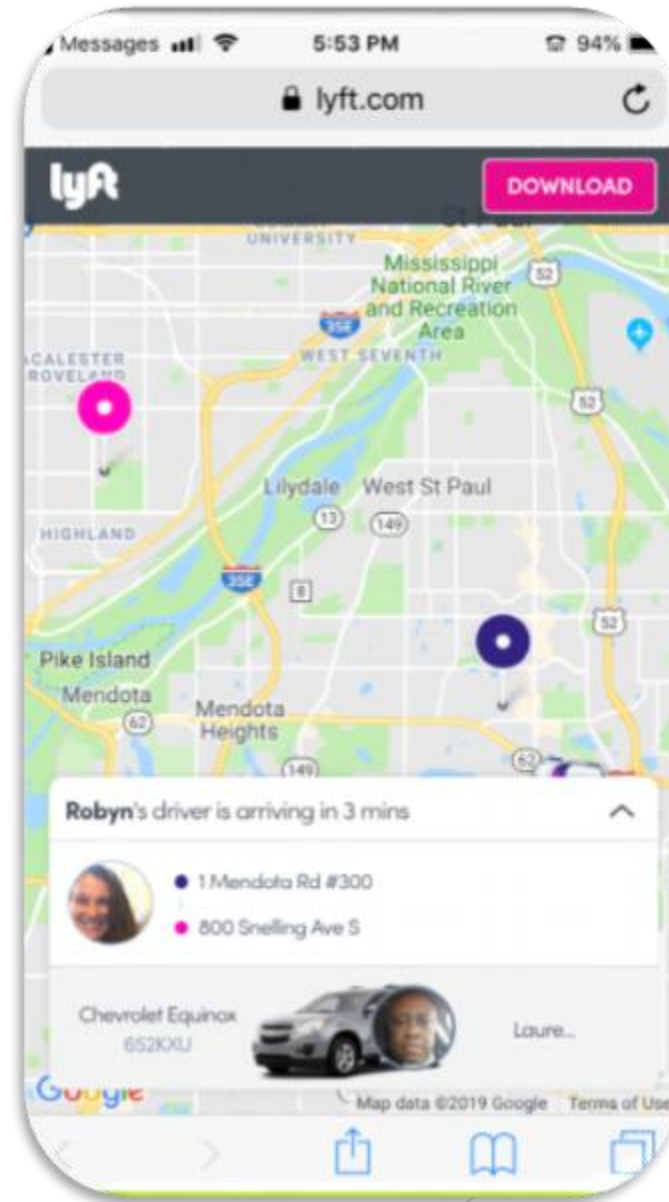
## Track a Ride:

- ▶ Once your clients ride is confirmed in your clients Lyft app - select [Send ETA]
- ▶ You can then enter your phone number or email address for updates on the ride.



## Track a Ride:

- ▶ See what car your client is in and who their driver is.
- ▶ Follow along on the route.
- ▶ See the scheduled arrival time.





*EMPOWERING PEOPLE WITH  
PHYSICAL AND INVISIBLE  
BARRIERS TO ACHIEVE  
THEIR POTENTIAL*



**Transportation Specialist**

**Jaime LeClerc**

**t: 320-253-0765**

**e: [Transportation@ConnectAbilityMN.org](mailto:Transportation@ConnectAbilityMN.org)**