

RIDE UNITED – LYFT Partnership

Can provide 1 round trip ride per individual

Rides can be provided for:

- **Medical appointments** (Non-emergency, testing etc.)
- **Access to Food** (Grocery, Food Pantry, SNAP/WIC Application)
- **Pre-employment** (Interview, pre-employment screenings etc.)

To schedule a ride for one of these types of destinations, dial 2-1-1 on your phone and let them know you need a Lyft ride.

If you need a longer-term solution we can discuss other possible resources – but these rides are only one round trip per person.

Either you OR a caseworker you are working with can call to schedule the ride (Caseworker must have necessary information below)

Rides can be scheduled On-demand or Maximum of 7 days in advance

We also have the ability to schedule **FLEX** return ride. If you do not know exact time that your appointment will be over, we can schedule it as “flexible” – and you (must have smart phone) can summon the return ride when you are done. 2-1-1 will pre-set pick-up and drop-off location, which cannot be changed.

2-1-1 Resource Navigator will need to know:

- Address of pick-up
- Address of drop-off
- Date and time
- Name of Primary Rider (if there is a minor an adult must be riding with them)
- How many riders
- Phone number of primary rider (This should be a smart phone so client can receive ride details)
- Reason for Ride
- Permission to follow up with the Rider (we will follow up with rider after ride to determine the impact of the program)

If appointment changes PLEASE call 2-1-1 in advance and change/cancel the scheduled ride. If not, 2-1-1 will be billed for a missed ride, which will reduce the number of actual rides 2-1-1 can provide to our community.

We cannot control availability of drivers – there are some areas we have had difficulty scheduling rides for due to driver availability. In those cases we may not be able to assist clients.

