



## OVERVIEW

Lyft is a national transportation company that connects passengers to affordable and convenient rides. You can request a ride in their app, and a Lyft driver from your community will arrive to give you a ride to your destination.

## HOW TO PAY FOR A RIDE

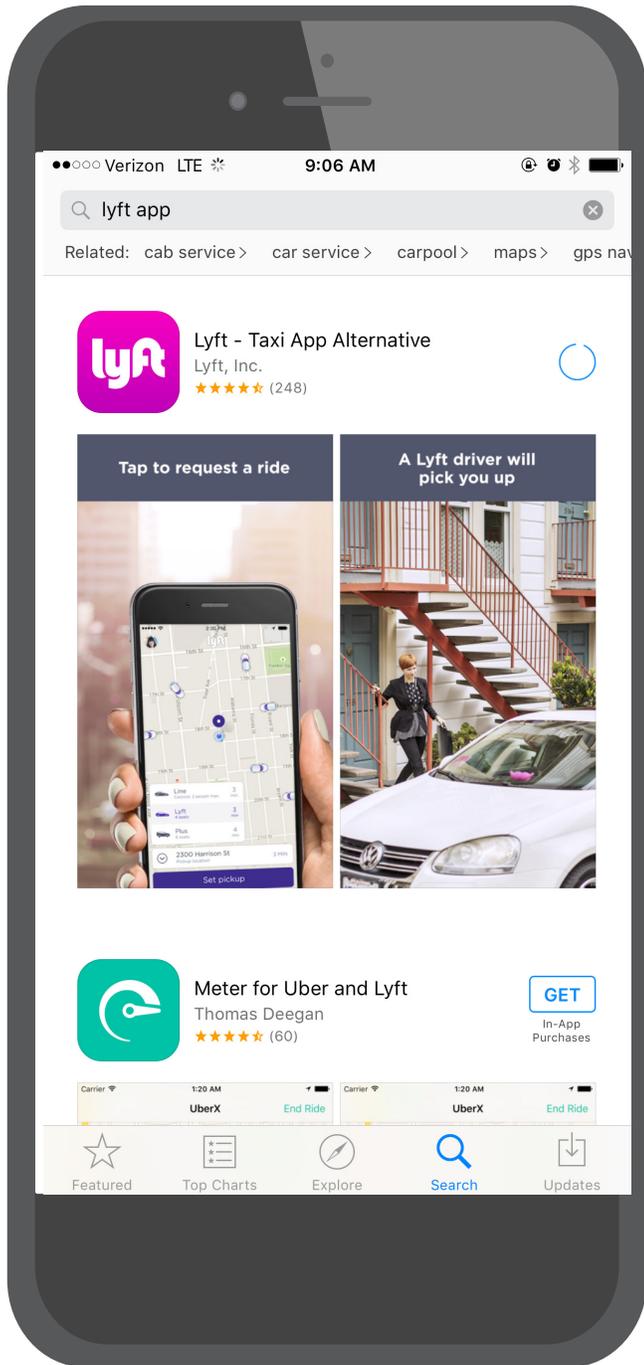
Users of Lyft pay for their rides within the app using their smartphone. When your Lyft ride is over, a screen will appear that allows you to select a card to pay with. The cost of a Lyft ride is based on the distance of the trip, total travel time, base charge (the amount the ride starts at), a service fee (added to each ride), and sometimes Prime Time pricing. Prime Time pricing is a percentage added to the ride cost during the busiest times, and you'll be notified of this additional cost before requesting your ride.

## SAFETY

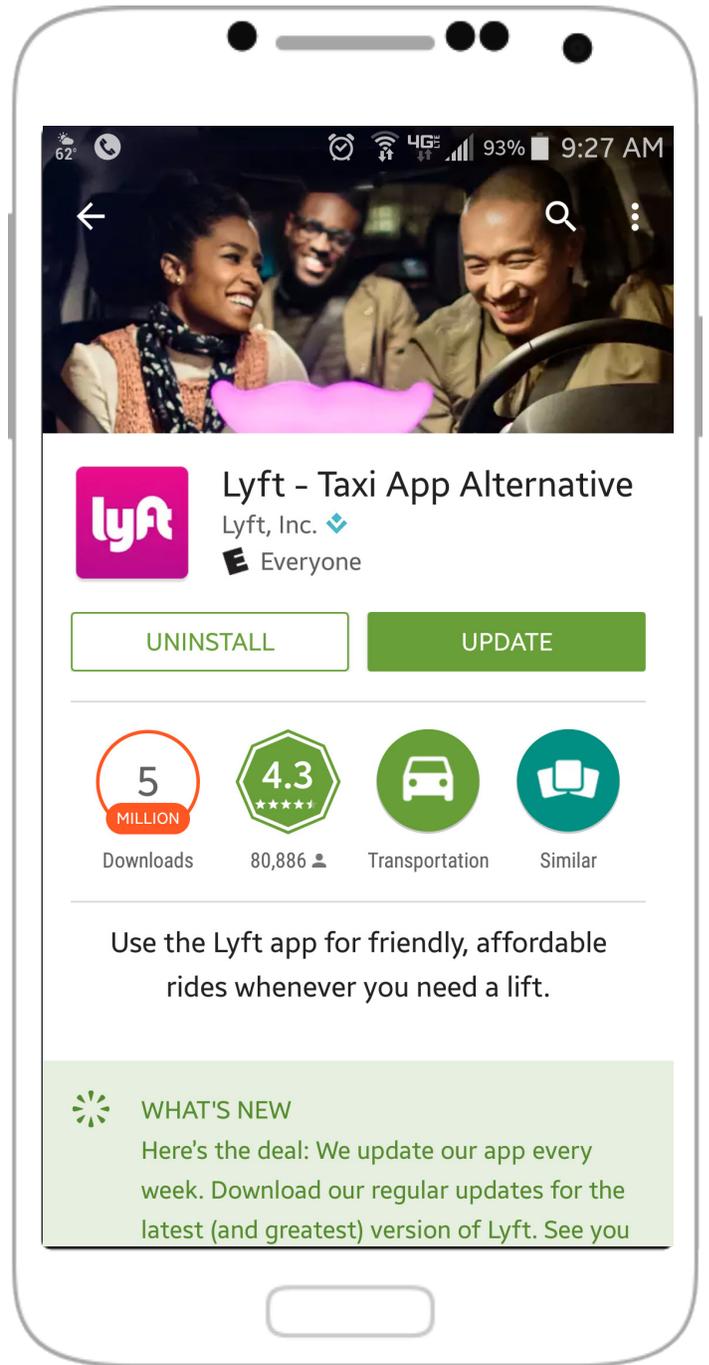
Lyft conducts DMV and background checks on all drivers and maintains a zero-tolerance drug and alcohol policy. Vehicles cannot be more than 12 years old and must receive a 19-point inspection. In addition, all trips are covered by a \$1 million insurance policy. If you experience an incident, please contact 911 if necessary, then call Lyft Critical Response at 855-865-9553.

## ACCESSIBILITY

Lyft requires drivers to accommodate service animals and folding wheelchairs. It is recommended to call your driver **directly using the "Contact" button** to make the driver aware of any needs or required pickup accommodations.



iPhone

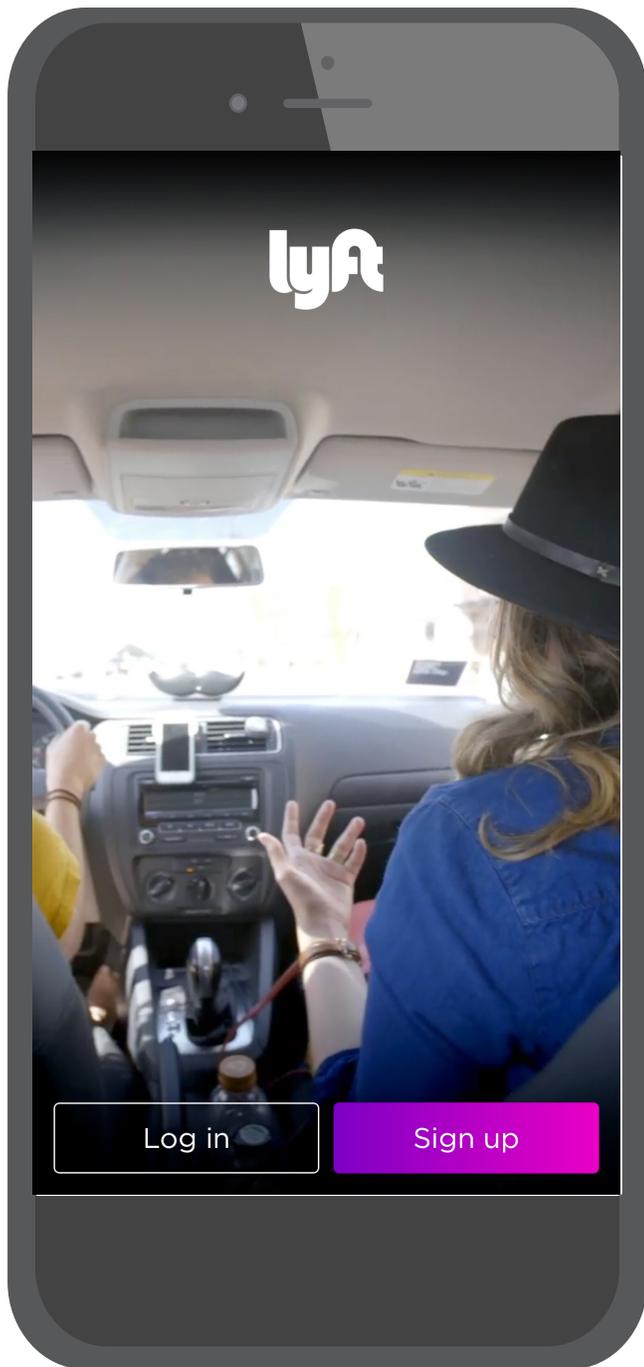


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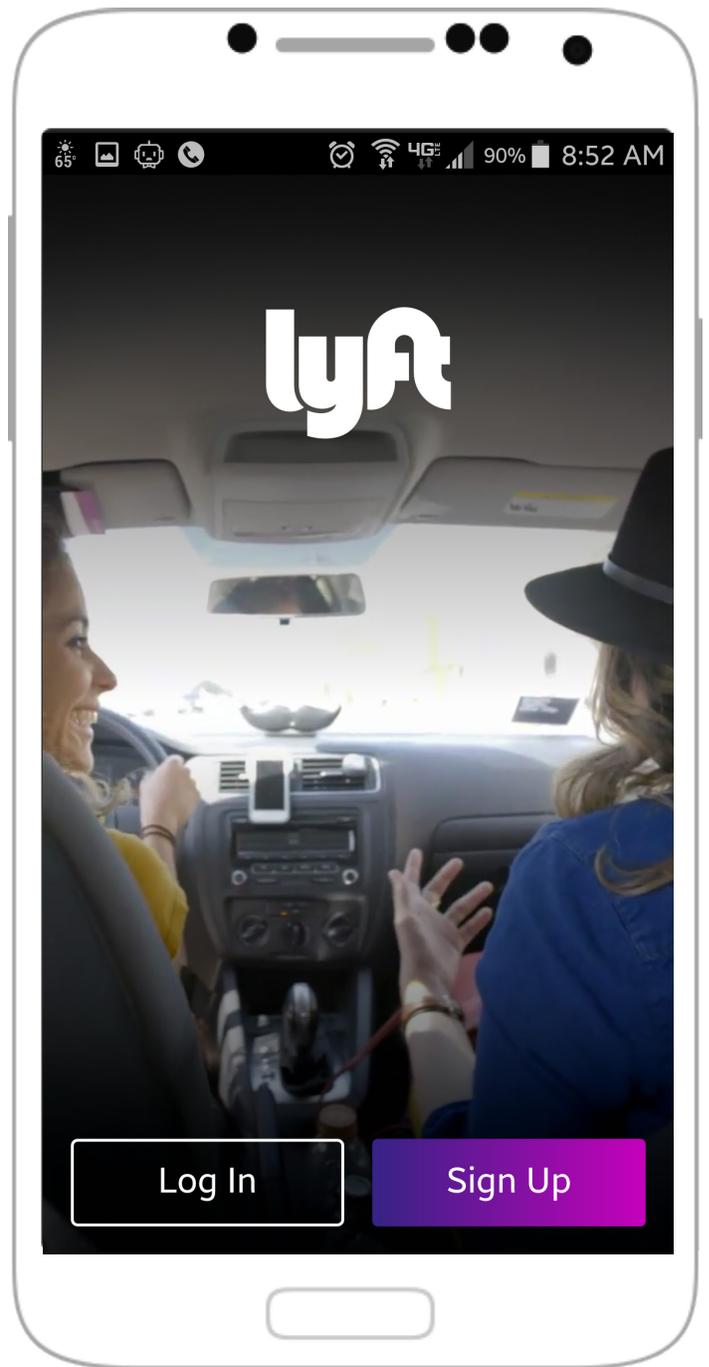
## GETTING STARTED

1. Download the app from the App Store or Google Play Store.

Note: iPhones will request a password to download apps.



iPhone

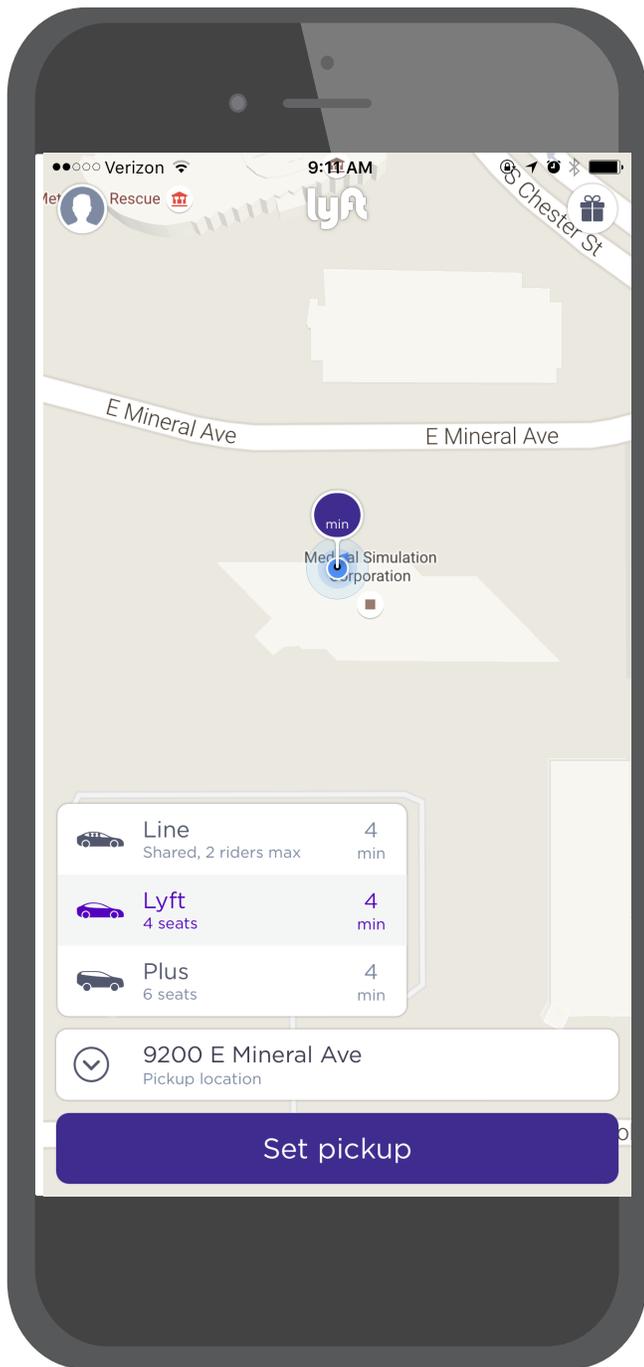


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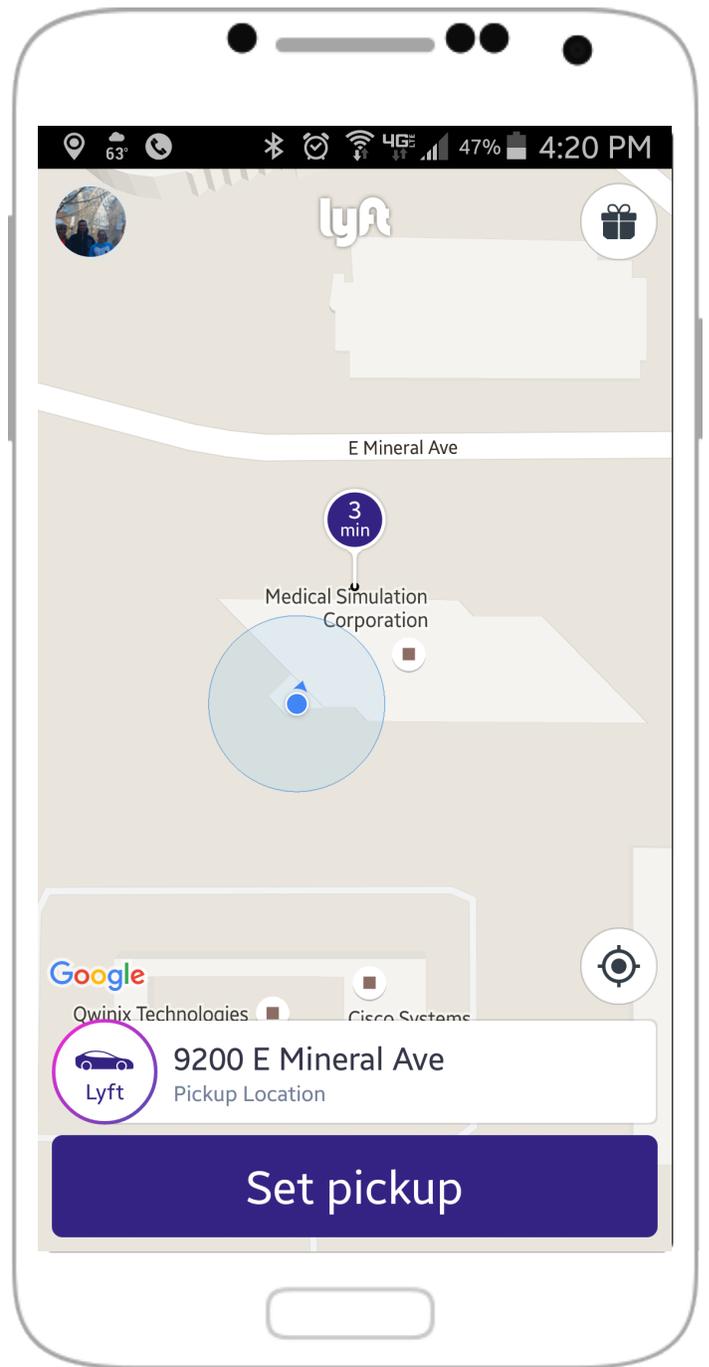
2. Open the Lyft app, and select, "Sign Up".

Lyft will then ask you for an email address and phone number that you can be reached at.

Next, Lyft will text a verification code to the phone number you provided. Enter the verification code into the Lyft app to finish registration.



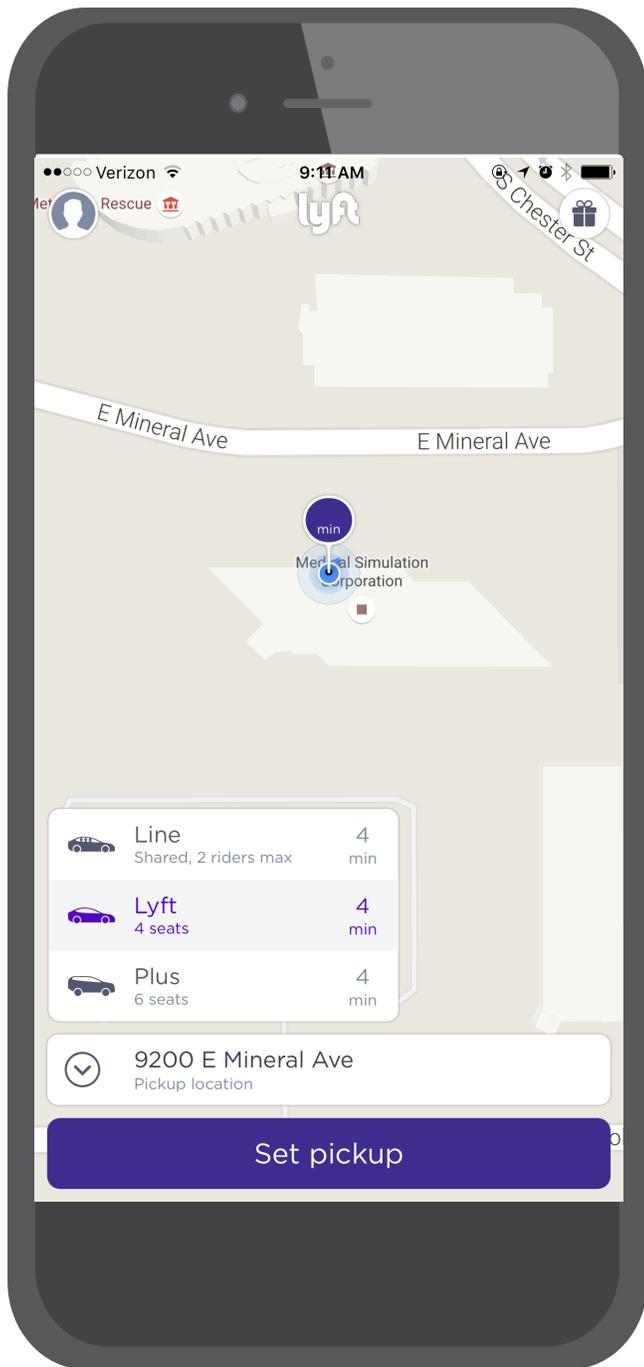
iPhone



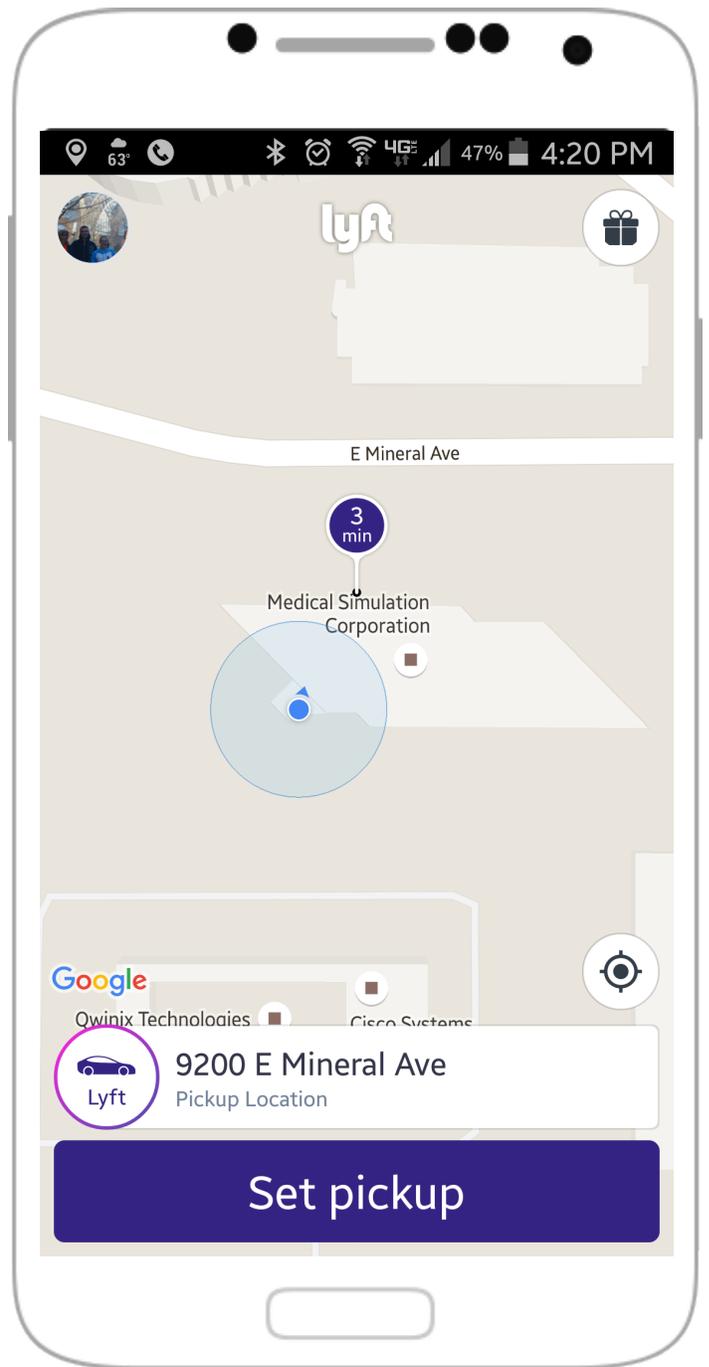
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## REQUESTING A RIDE

1. Identify your current location. You can either manually type in your address, or Lyft will automatically identify your location if your GPS is turned on. Always make sure your address is identified correctly.

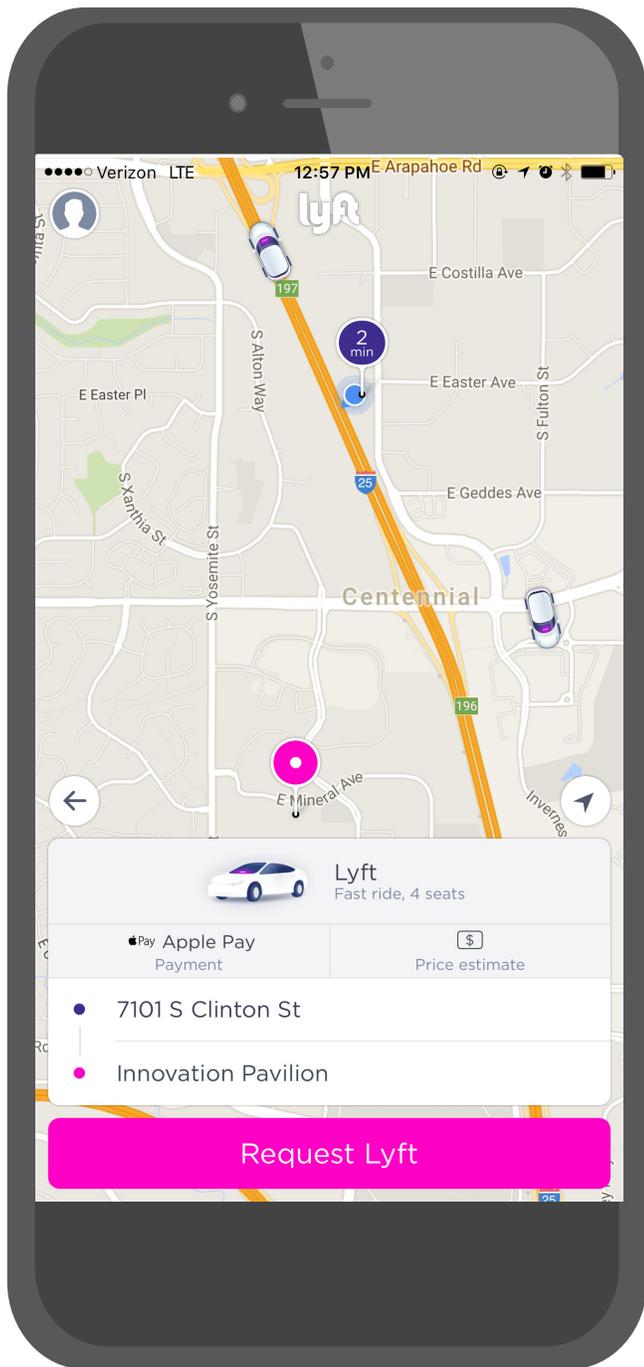


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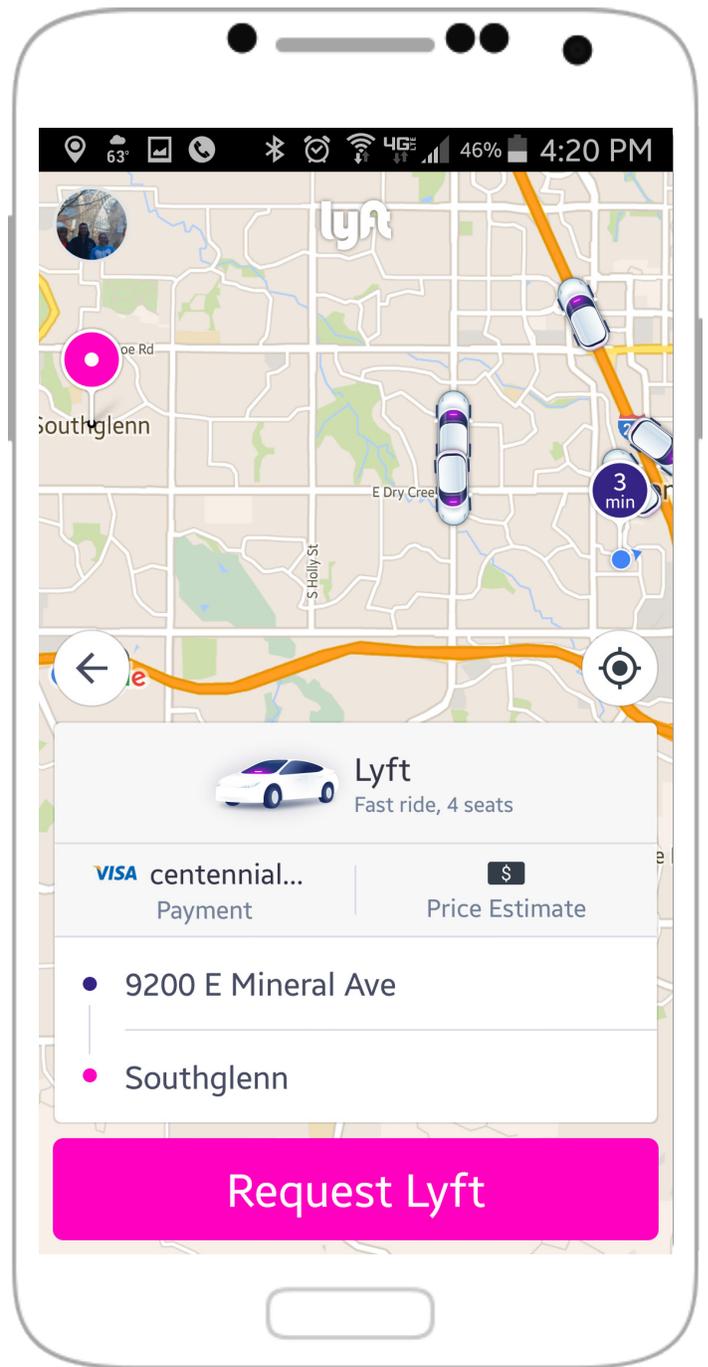


Android

2. Select the kind of car you would like to ride in. Lyft offers three different types: Lyft Line - This car may stop to pick up other riders along your route in addition to you and your party. As a result, the ride is cheaper. You can have a maximum of two passengers in your party. Lyft - A ride for one party of up to four people. Lyft Plus - A larger vehicle for a party of up to six passengers.



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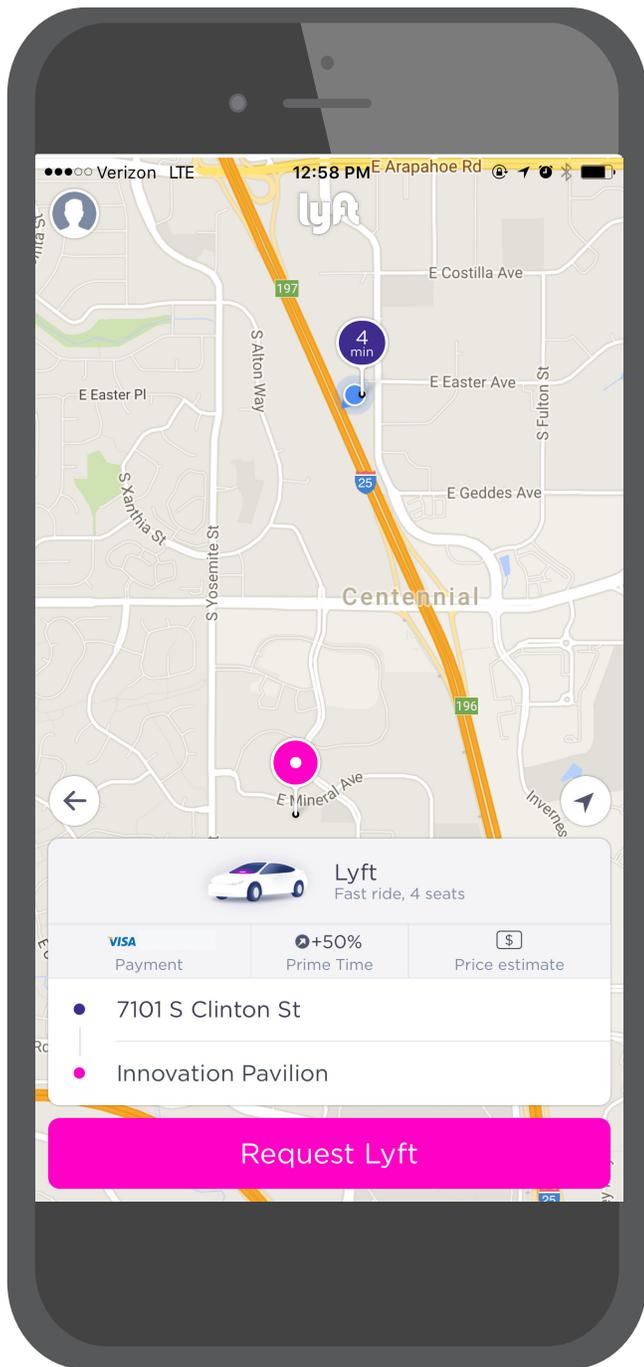


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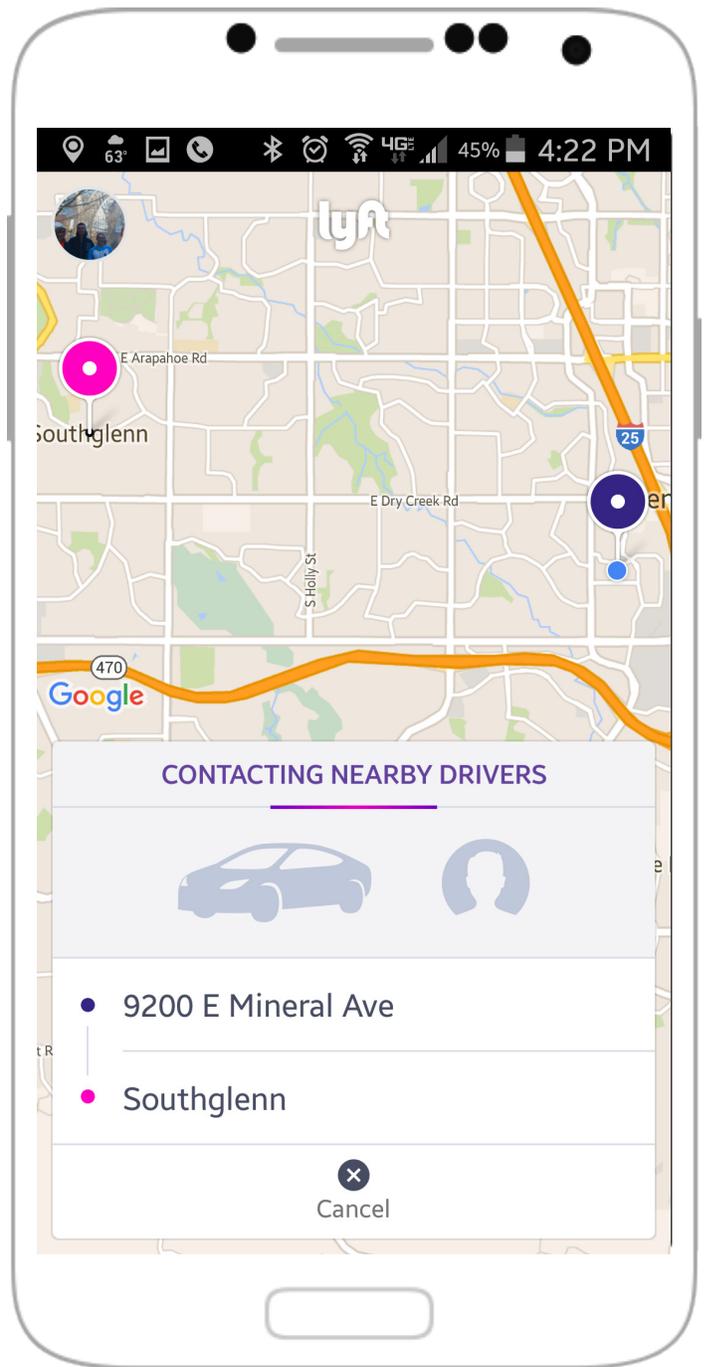
3. Identify your destination. You can type in an exact address or search for a location.

After entering a destination, select, "Price Estimate" to learn how much the trip will cost.

The payment source can also be changed by selecting the "Apple Pay" or "Credit Card" button.

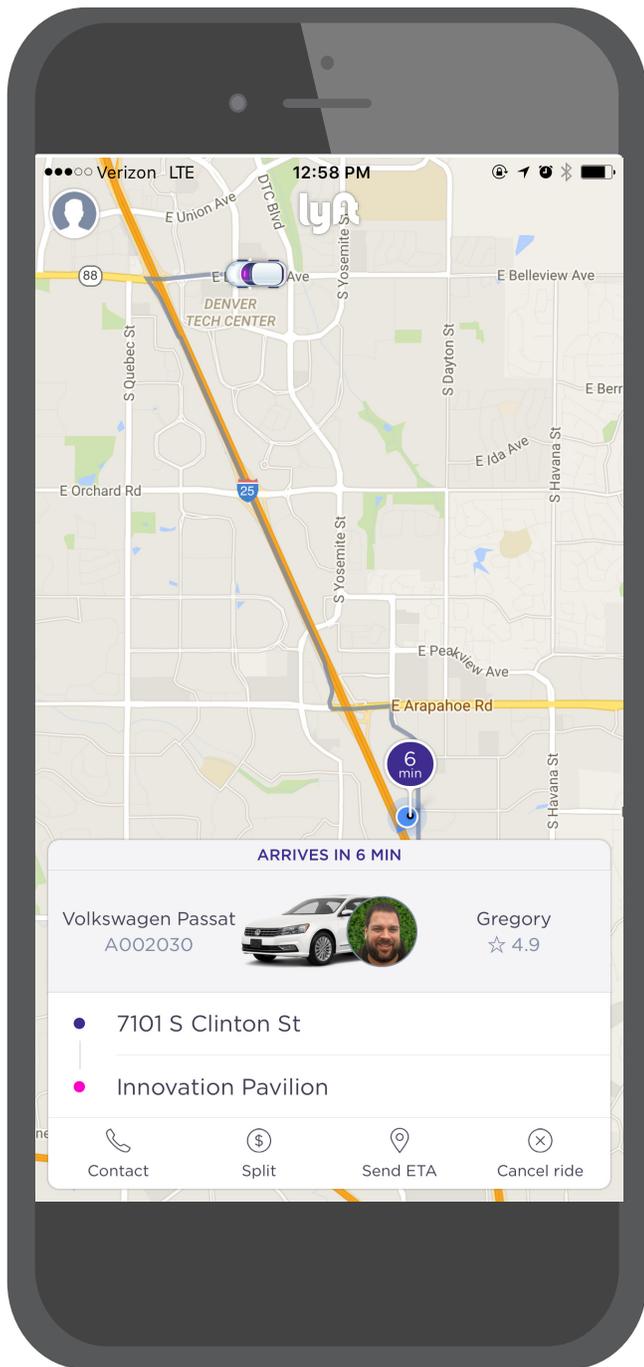


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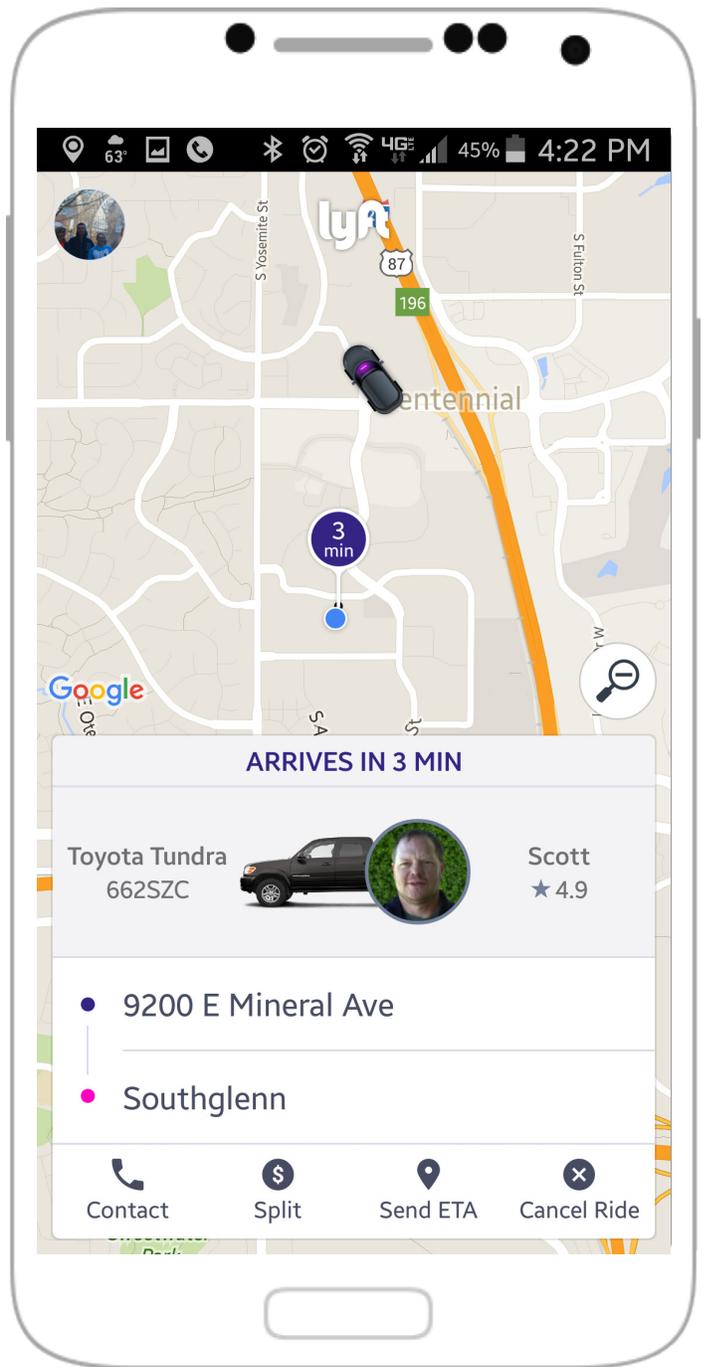


Android

4. Request your Lyft. Once you select, "Request Lyft," a ride will be called to your pickup location. The time in the purple circle shows the expected time until your Lyft arrives.



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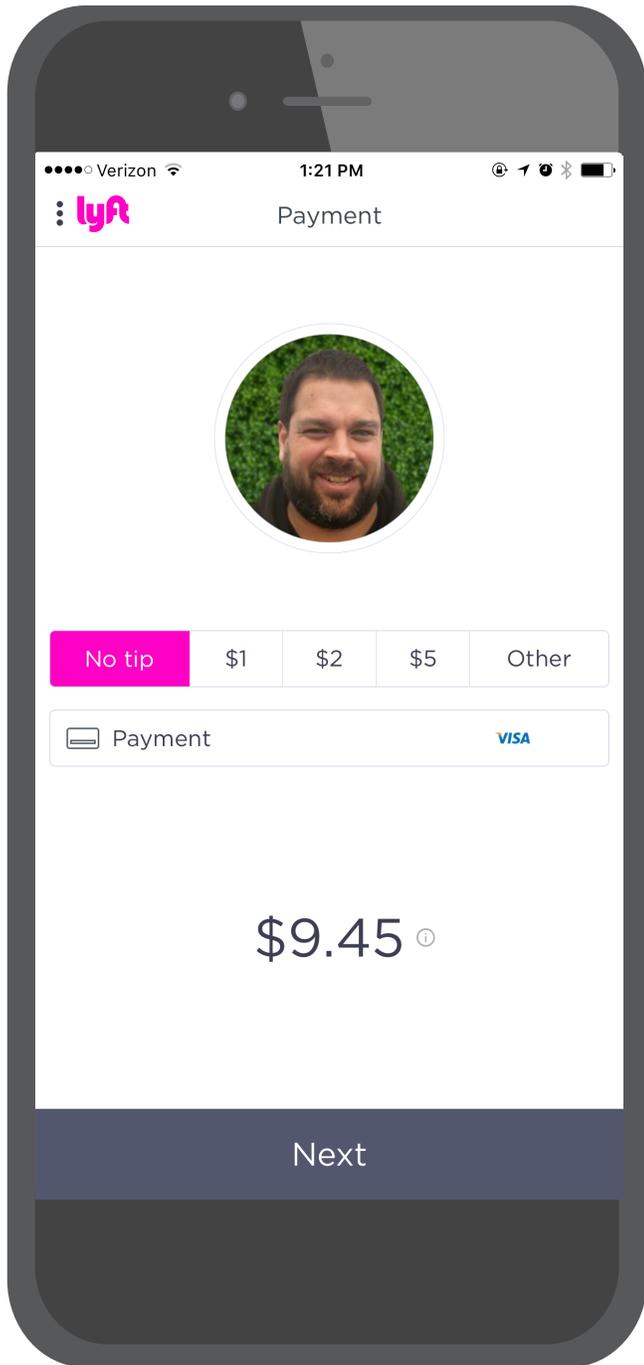


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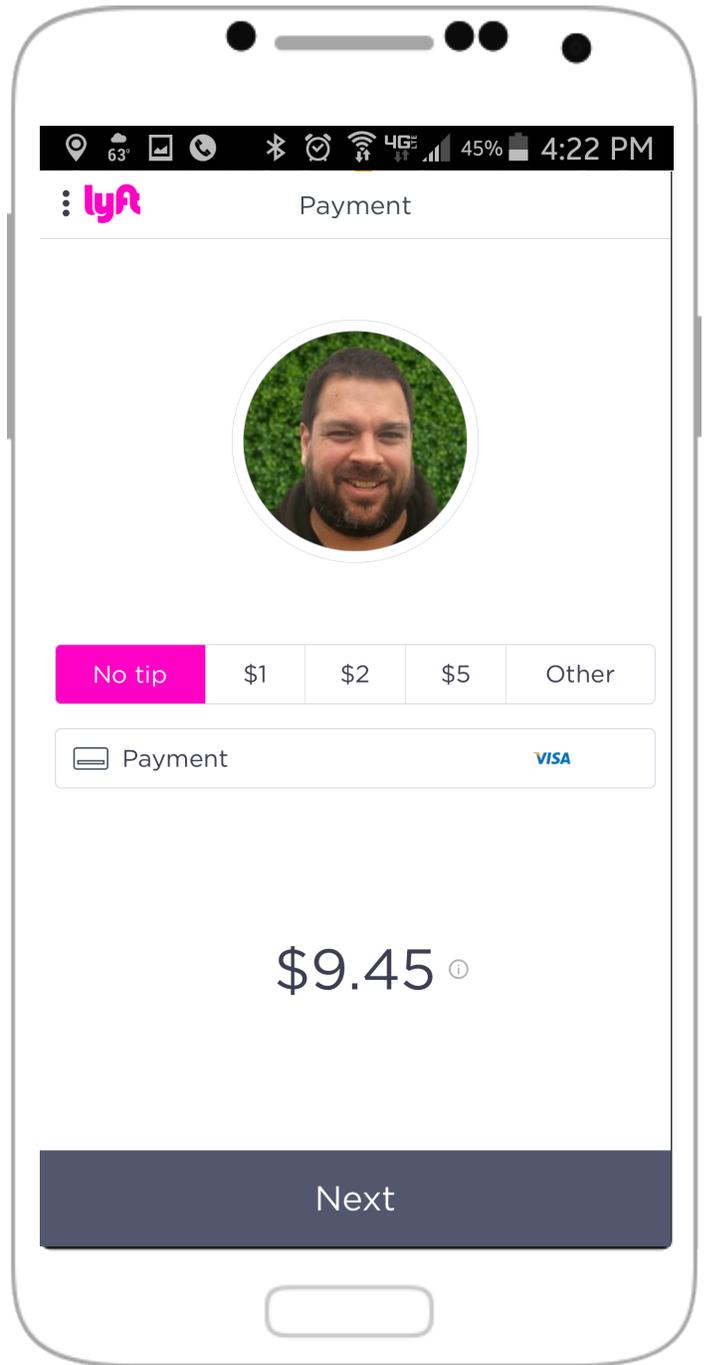
Once you are matched with a driver, you will see a screen with the arrival time, vehicle type and license plate, as well as a photo of the driver, their name and rating.

If you need to contact your driver directly, you may do so by selecting the "Contact" button.

The car icon will move with the driver as they near your location, allowing you to see when the car is close or waiting outside.



iPhone



Android

## PAYMENT & RATING

After your ride, you will be able to tip and rate your driver 1-5 stars. If you rate a driver 3 stars or fewer, you will never be matched with that driver again.