

QUICK GUIDE



HOW TO
REQUEST A
SHARED RIDE
ON LYFT



3-1018TB

USING THE LYFT APP



DOWNLOAD THE LYFT APP

Download the Lyft mobile app to your smartphone from **Google Play** (Android) or the **App Store** (iPhone).



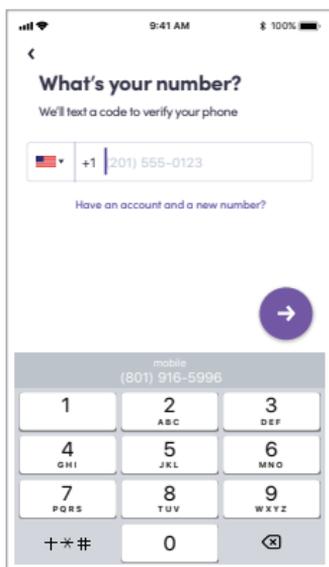
STEP 2

VERIFY YOUR SMARTPHONE

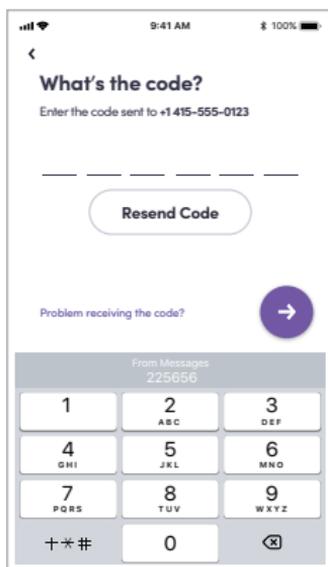
Locate and open the Lyft app on your smartphone. When opening the app for the first time on a new device, you will be prompted to complete a one-time verification of your smartphone. Follow the on-screen prompts to complete the verification process.

NOTE

If you do not already have a LYFT account approved for use on MODE, please contact:
WISE & Healthy Aging | 310.394.9871



▲ Enter your phone number



▲ Enter the code sent via text message

STEP 3

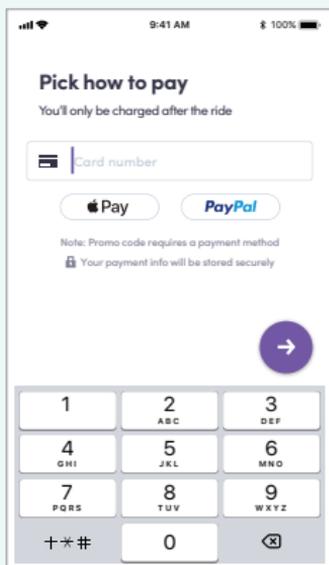
ENTER YOUR PAYMENT INFORMATION

After verifying your smartphone, you will be prompted to enter your payment information.

NOTE

To change your payment information on an existing Lyft account, tap your photo or  in the top left, then tap **Payment**.

Enter your credit, debit, or prepaid card information; when finished, follow the on-screen prompts to proceed to the Home screen. Your payment information will be stored securely on your Lyft account for future trips.



Pick how to pay
You'll only be charged after the ride

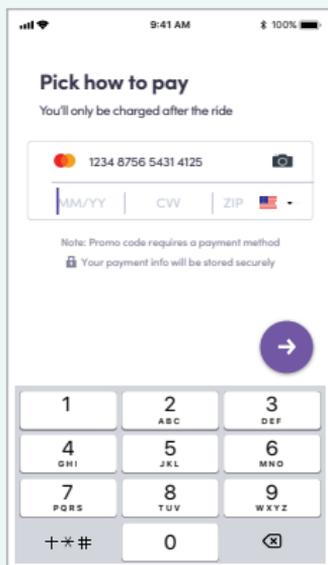
Card number

Apple Pay PayPal

Note: Promo code requires a payment method
Your payment info will be stored securely

→

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



Pick how to pay
You'll only be charged after the ride

1234 8756 5431 4125

MM/YY CVV ZIP

Note: Promo code requires a payment method
Your payment info will be stored securely

→

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

- ▲ Enter your credit, debit, or prepaid card information

STEP 4

ENTER YOUR DESTINATION

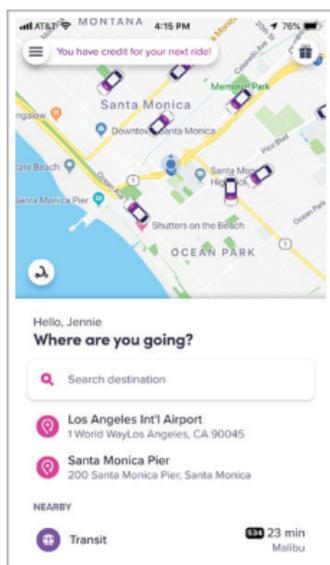
Enter your destination by tapping **Search destination**, beneath “Where are you going?”. On the following screen, enter your **End** address or business name, then select your destination location from the list provided.

NOTE

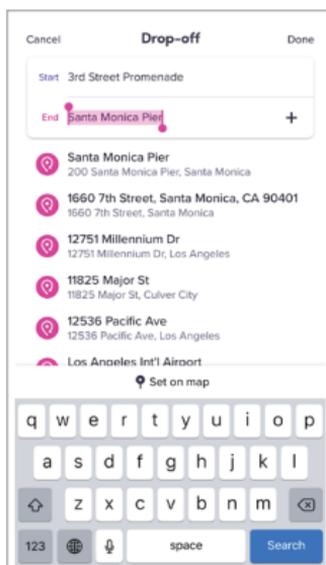
Once your destination location is set, Lyft will automatically set your **Start** (or pickup) location, by using the address of your current location;  indicates your current location on the map. If you need to enter a different **Start** location, see **Step 6**.

TIP

Before opening the Lyft app, please ensure that **location services** are enabled on your smartphone. If location services are disabled, you will need to manually enter your **Start** and **End** locations (see **Step 6**).



▲ Tap **Search destination**



▲ Enter your **End** address or business name

STEP 5

SELECT YOUR LYFT RIDE

After entering your destination, you will be prompted to select your Lyft ride type; only rides taken on **Shared** qualify for the MODE program. Under the **Economy** tab, choose **Shared**, then tap **Select Shared**.

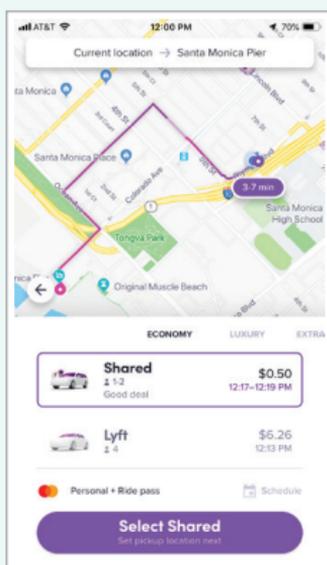
NOTE

You will be charged full fare for trips taken on any ride type other than **Shared**.

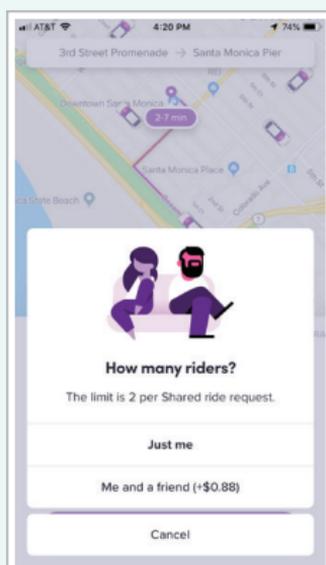
TIP

Your ride fare and estimated arrival time will be displayed next to each ride type. Always confirm that your Shared ride fare is **\$0.50**.

On following screen, confirm the number of passengers for the Shared ride, by tapping **Just Me** (if traveling alone) or **Me and a friend** (if traveling with a companion or Personal Care Attendant).



▲ Under the **Economy** tab, choose **Shared**, then tap **Select Shared**



▲ Confirm the number of passengers; limit two (2)

STEP 6

CONFIRM YOUR PICKUP LOCATION

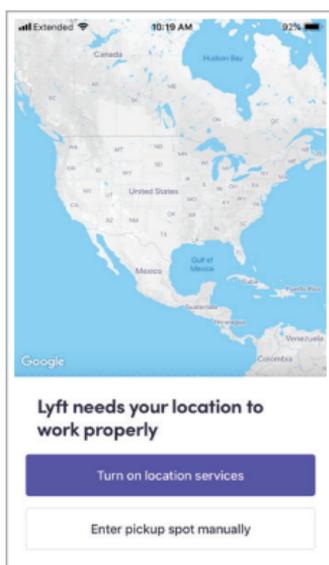
If location services are disabled on your smartphone, or if you need to request pickup from an address other than your current location, you will need to manually enter your pickup location.

NOTE

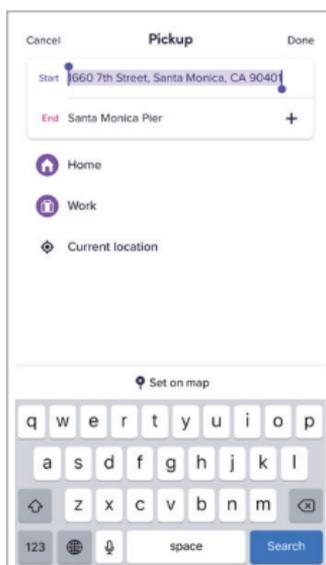
If you do not need to change your pickup location, proceed to **Step 7**.

To enter a pickup location, tap **Enter pickup spot manually**; to change your pickup location, tap **Edit** next to the pickup address shown on the screen.

On the following screen, enter your **Start** address or business name, then select your pickup location from the list provided. If location services are disabled on your smartphone, you will also be required to enter your **End** address or business name at this time.



▲ If location services are disabled on your smartphone, tap **Enter pickup spot manually**

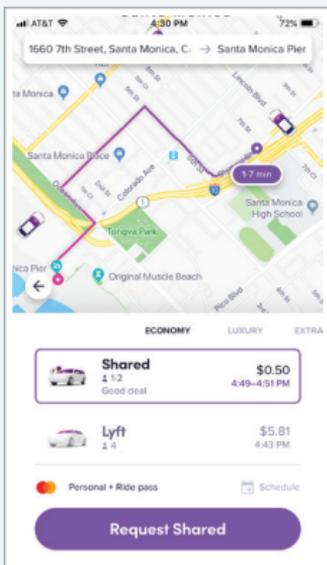


▲ Enter your **Start** address or business name

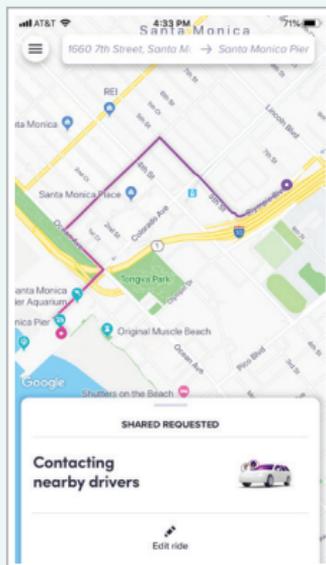
STEP 7

REQUEST SHARED

Once your pickup and destination locations are set, tap **Request Shared**. Lyft will begin searching for nearby drivers. Once Lyft has successfully matched you with a driver, he or she will proceed to your pickup location. You will be given the driver's estimated time of arrival to your pickup location, as well as their first name and photo, the make, model, and license plate number of their vehicle, and a photo of the vehicle. Similarly, Lyft will provide the driver with your first name, photo, and pickup and destination locations.

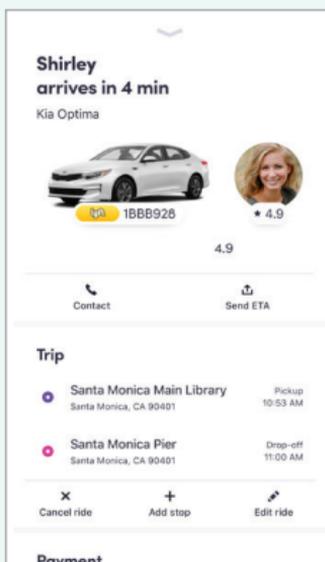


▲ Tap Request Shared



▲ Lyft will search for nearby drivers

▶ Lyft will display your driver's name, photo, estimated time of arrival, and vehicle information



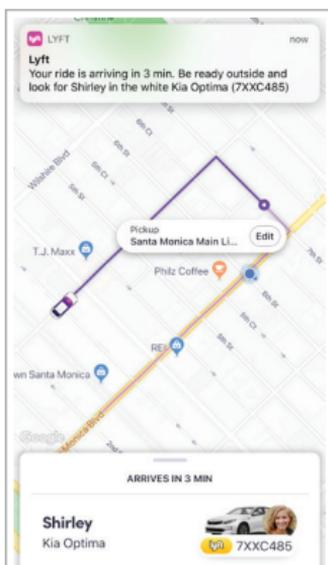
STEP 8

WAIT FOR THE DRIVER TO ARRIVE

Wait for the driver in a safe area near the curb, close to your designated pickup location;  indicates your pickup location on the map. Your driver may call or send you a text message to confirm your pickup location.

TIP

Always request Shared rides at the curb. Drivers will wait no longer than one (1) minute after arriving to your pickup location, and you may be charged a **\$5 cancellation fee** for failing to meet the driver on time.



- ▲ You will receive a message when your Lyft driver is in route

STEP 9

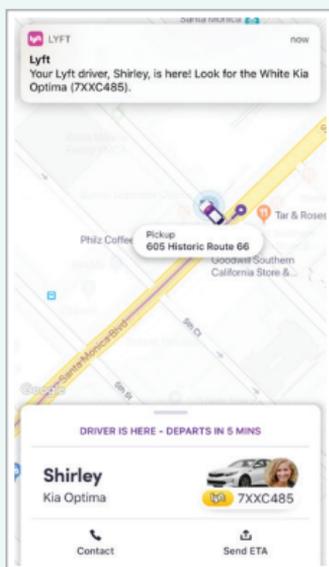
ENJOY YOUR RIDE

You will receive a message when your Lyft driver arrives at your pickup location. When you see the vehicle, take a moment to verify the license plate number and identify yourself to the driver. Then, enter the vehicle, buckle up, and enjoy your ride!

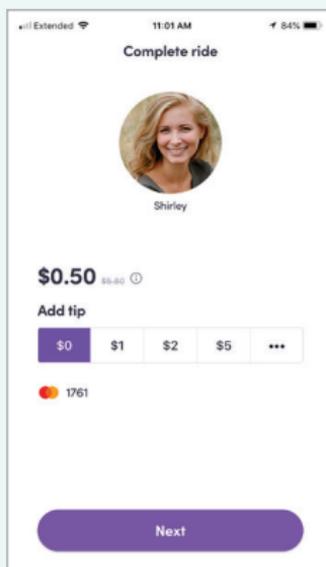
When your eligible MODE Shared ride is complete, a total of either **\$0.50** (if traveling alone) or **\$0.75** (if traveling with a companion or Personal Care Attendant) will be charged to your default payment method on Lyft.

NOTE

If desired, you may leave your Lyft driver a tip when your ride is complete.



- ▲ You will receive a message when your Lyft driver arrives



- ▲ When your ride is complete, you will be charged \$0.50 for trips alone, or \$0.75 for trips with a companion or Personal Care Attendant