

Lyft Responses

Metro Mobility Task Force: Service provider questions

Customer Accessibility and Customer Experience/Satisfaction:

Is an app required to access your service?

No. Customers can use our service through our Concierge product which allows a third party to dispatch a vehicle on the Lyft platform. In several pilots, we have set up call centers as well.

How are your customer facing web pages and apps for accessibility by people with visual and developmental disabilities?

Our web pages and app are built with best practices for accessibility.

Do your apps allow integration? (*ie. Could we design a system where the customer can see status of a connecting trip, or pay for both trips?*)

We have done integration with other apps, but it requires a partnership.

Will your drivers escort door-through-door and assist with bags or mobility devices, when needed and appropriate?

Our current service does not escort through door. Our drivers assist with bags curbside.

How do you track and report customer complaints to your partner agencies?

We report as desired and per a partnership agreement.

How are trip denials handled? How about Customer No Shows?

Drivers accept rides, so we do not have “denials”. No shows can incur a small fee. This can be modified in a partnership model.

Service requirements/Meeting demand:

In a time of workforce shortages, how does your agency ensure peak demands for service are met?

Our Primetime pricing incentivizes drivers to drive at peak times and brings more drivers onto the road when needed. We also offer incentives to drivers at times we anticipate high demand.

Vehicles/Fleet

How do you serve non-ambulatory passengers?

We are doing several pilots around the country where we partner with services designed specifically for non-ambulatory passengers.

What percentage of your fleet is lift-equipped?

It is hard to say since our drivers come and go from the platform frequently and bring their own vehicles.

How are vehicles identified to customers as available to persons with various disabilities, assistance animals, Mobility devices or tie down equipment?

Our app has a Mode that describes this in areas with active pilots.

How do you ensure the vehicles are safe and reliable? Do you review maintenance records? Inspected?

Vehicles must meet safety and age requirements to be on our platform.

Do you share vehicle tracking information (GPS) with partner agencies for customer complaint resolution?

We share information with partners based on our partnership agreement. All of our current partners are pleased with the level of information we share.

Fares/Payment

How are apps modified, if at all, to display the subsidized fares (rather than the whole fare) to the customer?

The app shows the subsidized fare automatically.

About 1/3 of Metro Mobility passengers consistently pay cash. Have you made any exceptions to your no cash policy for unbanked customers?

We can use prepaid debit cards or the Concierge system described above.

Do any of your public private partnerships include fare payment integration?

Not seamless integration. We can address this specifically with MMTF.

If your service utilizes pre-paid cards, can they integrate with our region's Go-To Card?

I need more information on Go-To Card.

Driver Training

Metro Mobility has unique training requirements for its contracted providers to ensure adherence to Council service quality standards and to meet regulatory requirements for service.

Do you have Special Transportation Services (STS) certified drivers?

We may, but again, our drivers are typically regular folks who bring their own vehicle/skill set to the platform.

Are drivers trained to utilize tie-downs and assist with mobility devices?

Our WAV partners are.

How would you administer unique training requirements that may be required under separate agreement?

We have methods of training and on-boarding drivers at the start.

How do your policies prevent discrimination based on location (perception of “bad neighborhood” or average rider rating?)

Yes. Discrimination of this kind is against our policies and we have been recognized widely as bringing mobility service to formerly underserved communities.

Safety / Security

[Incident Response reporting and tracking](#)

How are vehicle location data monitored (GPS)? Is there a centralized dispatch or control center that knows the location of the vehicles?

GPS of passenger and driver is monitored through the app constantly. We have a Trust and Safety center in Nashville, TN.

How are drivers communicating with law enforcement or emergency medical personnel if needed?

They contact Trust and Safety or contact law enforcement directly if need be.

How are incidents and accidents reported, tracked and shared with the transit agency?

Trust and Safety

How do you track and report customer complaints to your partner agencies?

As desired per a partnership agreement.

Do you carry liability and insurance coverage required as standard in Council contracts?

We carry very substantial insurance

MBTA partnerships (Uber/Lyft)

How is a shared ride model implemented with the MBTA the Ride pilot (Uber/Lyft)?(ie. when a certified customer requests a ride through this program, does the driver pick up other riders? Do the other passengers have to be certified, or can they be general public?

In this model, it is not a pooled ride, so for that particular trip, only the Ride rider would be picked up.

According to the website, all of MBTA **the Ride's** service area is covered under the Uber/Lyft pilot program. Does this include rides with service protected by federal regulation (ADA, FTA)?

Lyft only serves ambulatory passengers in that particular pilot.

Are these ADA rides treated differently?

Lyft only serves ambulatory passengers in that particular pilot.

Are drivers informed of the certified status of the customer and that this would be a subsidized ride?

The drivers take these rides just like any others.

Regulatory Compliance and Consumer Fraud

Identity validation

How do you ensure that the person eligible for the service is the person being transported?

The person will have the app/phone matched to their identity. In the case of Concierge, the third party is verifying identity.

Data sharing

What is organizational policy on data sharing with partner agencies? As a public agency, the Metropolitan Council needs to ensure transparency and accountability to public.

We share data to meet FTA requirements and share additional data with partners such that all of our partners have been satisfied to date.

Employee testing/screening

Does provider comply with FTA requirements of public transportation such as FTA Drug and Alcohol screening, post-accident testing, and other Safety Sensitive position requirements?

We operate under the Taxi Exemption since this is a user choice.

Are drivers subject to DOT physicals?

We operate under the Tax Exemption since this is a user choice.