Solari
CRISIS & HUMAN SERVICES

Crisis Response NETWORK

Community Support NETWORK

Ride United

United Way Worldwide, in partnership with Lyft, has launched the Ride United initiative to address unmet transportation needs for individuals and families in communities across the country, by providing free Lyft rides to 2-1-1 callers for specific, eligible use cases.

Eligibility

- Ride need is one of the approved eligible use cases.
  - Medical (non-emergency medical appointments, vaccine appointments, return from ER, services at Veterans Affairs, substance use treatments/discharge, dental/vision appointments, etc.)
  - Employment (job interviews, commute to/from work, fingerprinting, pre-employment paperwork, etc.)
  - Food access (commute to/from food pantry/distribution sites, application for SNAP/WIC benefits, etc.)
  - Financial (commute to/from financial coaching/empowerment services, tax preparation services, application for Medicaid/CHIP benefits, application for housing benefits, etc.)
  - Education (commute to/from classes, trainings, parent/guardian engagement, etc.)
- Maximum of six (6) rides (each trip counts as one ride, so a round-trip would be two rides)
- Client must be 18 years or older (unless accompanied by a parent/guardian)
- Ride is a reasonable distance (average cost of a ride is $18.50, or approximately 8-10 miles). Any one-way ride over $20 requires a reason there is not a closer alternative and may be subject to supervisor approval. To get a Fare Estimate go to: Fare Estimate.
- Clients must comply with Lyft's Health Safety Requirements

**Rides should be used when no other resources are available and to overcome short-term barriers.*

Lyft Service Area*					
Anthem	Florence	Lake Havasu City	Phoenix	Sun City	Yuma
Apache Junction	Fountain Hills	Laveen	Prescott	Surprise	
Casa Grande	Gilbert	Maricopa	Safford	Tempe	
Cave Creek	Glendale	Mesa	San Tan Valley	Tuba City	
Chandler	Goodyear	Oro Valley	Scottsdale	Tucson	
Flagstaff	Kingman	Peoria	Show Low	Wickenburg	

**Ride dispatching may occur in any major metro area covered by the participating 2-1-1 as long as there is adequate Lyft Driver supply. These cities listed have been designated as having adequate Lyft Driver supply.*

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FAQ's

Does a client need a cellphone?
For †Flexible Rides, the client **does** need a cellphone to receive the ride because they will get the SMS (text) confirming the ride when they book. If the client doesn't have any access to a mobile phone (or is landline only), we will not be able to send them a flexible ride.

Other types of rides are available for clients with cellphones without internet access or who do not have cellphones. These rides can be for an immediate need or scheduled for a specific time. Clients can call 1-800-836-LYFT to request these rides.

†What is a Flexible Ride?
For Flexible Rides, agents can send a client a link that has all the ride and location information locked in, but they can hail the ride on their own within 24 hours of receiving the link. For a one-way ride, the client would receive one link. ***For a round-trip ride, the client would receive two separate links.*** For more information on Flexible rides, click here.

Are there wheelchair accessible vehicles?
Unfortunately, the platform used to dispatch rides does not have the ability to specify vehicles beyond a sedan or the options listed in the portal. Lyft does not yet have many drivers who have accessible vehicles. However, if the client has a foldable wheelchair or other device that can fit in a traditional car (including trunk), you can of course use a ride for them. Similarly, if a client has a carrier, car seat, or booster seat for their child that can be used in a traditional car, you can also use a ride for them, though they should bring their own car seat. A driver can decline to give a ride if a proper child seat is not provided by the passenger and is deemed unsafe.

Is it okay for a caregiver to ride along with someone who is headed to a medical appointment?
Yes. There is no additional cost of having a caregiver or caseworker ride with the client.

Are service animals allowed in Lyft vehicles?
Yes, service animals are allowed to accompany clients on rides.

If Eligibility criteria is met, please call the 2-1-1 Transportation Line directly at 1-855-345-6432 to schedule a ride.