



FREE RIDES TO LYFTUP SCHOOL COMMUNITIES

Aetna Offers FREE Lyft Ride Codes for Seattle School Families to Access Meals and Resources During the COVID-19 Crisis.

Aetna and Lyft will continue their support of school communities in 2021 by partnering with Seattle Schools to offer free rides of up to \$20 for students and families. These rides will provide safe and reliable transportation for students and families to travel to school, work, food pantries, grocery stores, pharmacies, and medical facilities.

Aetna Senior Vice President of Public and Labor Erich Twachtman explained, “By teaming up with NSBA and Lyft, Aetna is demonstrating our commitment to addressing the social determinants of health (including access to transportation) during the COVID-19 pandemic and beyond. Specifically, this contribution will help public school students and their families prepare for whatever the new school year looks like during this extraordinary crisis.”

Students and families can request access to the Lyft ride code link from their school district contact and then complete the [Lyft Ride Code Request Form](#). The code is valid for \$20 and must be used within 60 days of access.

This collaboration is an expansion of LyftUp – Lyft’s comprehensive effort to expand transportation access to those who need it most. A significant challenge among many school district families is securing transportation to complete essential trips. “By activating LyftUp, we’re able to help them get to grocery stores and food banks and access other essential services,” said Lisa Boyd, director of social impact at Lyft.

Congratulations! Your district was selected to receive Lyft ride codes. NSBA appreciates the generosity of our corporate sponsors in their willingness to help children and families of public schools across the nation during these challenging times. Please access additional resources available through [NSBA](#), [Aetna](#) and [Lyft](#).

FAQs for Using Lyft Codes

- **What happens once the credit runs out or the ride is over the code amount?**
 - o An additional cost for a ride over the code amount (or when the credits run out after multiple rides) will be applied to the credit card associated with the Lyft account.
- **How do you determine an essential ride?**
 - o We defer to the district partner to identify the essential needs of their community and adhere to any local guidance in the jurisdiction. Example use cases include:
 - Rides to the grocery store, food bank or pharmacy for low-income individuals
 - Rides to seniors-only grocery hours for older adults
 - Rides for caregivers to deliver essential goods
 - Rides to work for essential workers
- **How do we ensure people don't use the program for something else?**
 - o It's an honor system. We are not currently putting restrictions on the codes (such as only valid during certain hours of the day) so as not to block an essential trip unintentionally.
- **Isn't this counter to the information being shared about staying home?**
 - o These rides should only be used for essential needs, and riders should adhere to local guidance and restrictions. We emphasize this message in our communications and make sure users have the latest local guidance.
- **How is LYFT ensuring the safety of its passengers? Safety of its drivers?**
 - o The health and safety of the Lyft community is our priority. We are following the [Centers for Disease Control and Prevention guidance](#) and continuously update our [driver](#), [rider](#) and [local updates](#) pages.
 - o We've asked all riders and drivers to stay home if they are sick. In accordance with [CDC](#) guidelines, anyone who suspects they may have or is diagnosed with COVID-19 should not use a rideshare.
 - o We've dedicated nearly \$1.5 million to cleaning supplies and protective equipment. We have already given out over 35,000 sanitizing products and continue to distribute hundreds of thousands of hand sanitizer bottles and other cleaning supplies to drivers across our regions, at no cost to them. In light of the latest CDC and local officials' guidance on face coverings, we've also ordered hundreds of thousands of cloth face coverings for drivers and have begun distributing these to drivers, prioritizing regions where additional guidance about face coverings has been given.
- **Is LYFT running in all cities?**
 - o We are available to 95% of the U.S. population (see our [cities site](#) to spot check if you have a city in mind that might be outside the coverage area, such as if it is in a very rural place). The [Local Updates](#) section of our [COVID-19 website](#) reflects local government guidance and the status of Lyft operations. Thus far, even in communities where local officials have asked residents to 'shelter in place,' rides on the Lyft platform continue to help people meet their essential needs, such as grocery shopping or picking up medication.

How do I use my code?

It's easy. Instructions in this [link](#) also contain safety guidelines for traveling during the COVID-19 pandemic.

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Lyft Ride Code Request Form: <https://bit.ly/3i8UE3I>

Lyft's "Rides for Others"

Rides for Others is a recent addition to the Lyft offerings, makes calling rides for friends and loved ones more straightforward than ever. As we remain physically distanced from one another, Rides for Others allows individuals to easily help their parents, grandparents, or other loved ones travel to essential destinations like vaccine centers, grocery stores, and non-emergency medical care.

Here's how to send a ride to someone else:

- Tap the search bar on the home screen of your Lyft app
- Tap the 'Me' button at the top of the next screen, then tap 'Add rider' and follow the prompts
- Enter the pickup location and destination and send them on their way! (You can track their ride from your app.)
- The ride recipient must have their own Lyft account and will see ride details in their Lyft app

Q & A

Q: When sending this information to the families, do I just send the link and advertisement information?

A: Yes, just advertise the program and share the link. NSBA will distribute the codes. Other districts have found success with this process.

Q: Can teachers and staff without kids in the district use the Lyft ride?

A: Yes. Teachers and staff can request Lyft codes. These are uncertain times for everyone, those who serve public school students may be in need as well.

Q: Do families need to have the Lyft app on their device?

A: Yes, or through a web browser. Rides cannot be requested without a Lyft account. Rides can be arranged through the web and the app and an electronic form of payment may be required.

<https://help.lyft.com/hc/en-us/articles/115013079988-How-to-request-a-ride>

Q: Can kids take advantage of these rides alone or does an adult need to be in the car with them? e.g., they need a ride to their childcare program because a parent can't transport them on a given day.

A: No. Per Lyft's policy, children 17 or under are not permitted to ride without being accompanied by an adult.

https://help.lyft.com/hc/en-us/articles/115013081688-Ensuring-passenger-safety-as-a-driver#no_minors

Q: How can families get a round-trip ride? Do they just fill out the form twice?

A: The credit amount can be used roundtrip or for multiple trips depending on the cost of the ride. Riders can use the fare estimate link above to calculate ride cost.

Q: Will the families get multiple \$20 Lyft rides or just one?

A: A new code is generated per form submission. Families can retrieve multiple codes but they will need to submit a new form each time.

Q: For low-income families in particular, is there a way for them to know in advance if the ride they need is likely to exceed the \$20 (so there are no surprise charges)?

A: Yes. Riders can get a Lyft estimate before traveling. <https://www.lyft.com/rider/fare-estimate>