

Friday, September 13th

Robyn Bernardy – Dakota County – TCAP – 651-554-6956

9am - Phone conference Re: LYFT

TCAP started in 2015

Robyn hired as Transportation Coordinator in Dec. 2018

Is there a combination quarterly TCAP and RTCC meeting coming up? Ask Noel/Sue.

How do we begin a conversation with the LYFT organization?

Contact Chapin Hanson – she will send his contact information. Mpls Lyft contact

How many Lyft drivers do you have?

Proprietary Information Held by Lyft

Advantages to being involved with Lyft rather than Uber? Rather than a do-it-yourself ride share business?

“Flip of Coin” - many Uber drivers are Lyft drivers and visa versa

Who are your riders?

A variety. Their pilot program uses Lyft for a community based waiver program to get them to and from jobs.

Costs incurred by drivers?

None. All done with website app.

Who are your drivers?

More male drivers than female

ADA compliance?

Independent Contractors – they will help if they choose to. A rider can not choose their driver.

Credit Card – only way to pay – issue?

They will take debit, credit, Apple Pay, Pay Pal, Gift Cards, Codes

Lyft Food Delivery??

Not yet. Focus on drivers/riders.

What have they learned so far with working with Lyft?

They are good to work with, especially now with the MN office for correspondence. They are a big organization and we are small fish.

Negative Issues? Pitfalls?

No.

Who is recruiting drivers? Lyft? Them?

Lyft does all of the recruiting in Dakota County. Lyft runs all the promos.

Pilot project that they did, necessary? What did they learn?

Started the pilot program in March – Watch YouTube video. You'll see the forms on the website.

Held focus groups and always asked about any issues with drivers. No issues ever presented.

Drivers available – Recruitment – Sign up – no cost online – background check – check vehicle.

Drivers can drive whenever they wish. Drivers get 25 – 40% of the fare plus all tips.

Pilot Program:

Base/Mileage/Minute = Average cost is \$13.00, this is for a 10 minute ride. One way.

Questions to ask Chapin Hanson:

What areas in our region are they currently serving?

Should we hold a regional Lyft Driver Recruitment expo?