

## **NJ 211 Ride United Vaccination Access FAQ**

### **Q) What is Ride United Vaccination Access?**

Through a partnership with United Way Worldwide and Lyft, NJ 211 is happy to offer free transportation access for vaccinations in the state of New Jersey. Transportation is available throughout New Jersey where Lyft is available, for anyone who has a COVID19 vaccination appointment.

### **Q) Who is eligible for a ride?**

A) Anyone who is 18 years or older, or riding with an adult, and has a vaccination appointment in the state of New Jersey in a non-drive through only site is eligible for transportation through the Ride United program if Lyft is available in your area. If Lyft is not available in your area, NJ 211 may have other transportation options available.

### **Q) How can I request a ride?**

A) You can reach NJ 211 by dialing 2-1-1 or texting your zip code to 898-211. When calling, select the prompt for COVID19 (2-0) and then the prompt for transportation (1-9). You will speak with a trained NJ 211 specialist who will assist with transportation.

### **Q) How do the rides work?**

A) Ride United offers two options for rides. A trained NJ 211 specialist may provide you with a round-trip coupon code that you can use on your own Lyft app on your smartphone device, or they may schedule a ride for you.

### **Q) When can I request a ride?**

A) You can request a ride when you have a confirmed vaccination appointment. Coupon codes are valid until December 31st, 2021. For a 211 specialist to schedule your ride, your appointment must be within 7 days.

### **Q) My ride is scheduled. What do I do now?**

A) Once a ride has been scheduled, Lyft recommends riders wait outside the pickup location 15 minutes prior to their scheduled ride. A driver may arrive approximately 15 minutes before or after the scheduled time, based on distance and traffic. A driver will only wait a couple of minutes before canceling the ride. A new ride may be scheduled in the event you miss your ride.

### **Q) Who is best suited to receive a coupon code?**

A) If you have a smartphone with cellular data and the technical knowledge on how to download and use phone apps, and/or already have the Lyft app installed in your phone, you are the perfect candidate for coupons. Coupons allow you the flexibility to schedule your own vaccination rides to and from the vaccine site at your own time. Each one-way trip is valued at \$30; over-expenditures, cancellations and cleaning fees must be paid by the consumer.

**Q) How much is the coupon good for and what happens if one trip is more?**

A) One coupon is good for a round-trip ride; each trip has a cap of \$30, with a total of \$60 for the coupon. Neither trip can exceed \$30; any over-expenditures must be paid by the consumer via their payment method listed on their Lyft account. If your first trip was \$20, this does not mean your second trip can be \$40.

**Q) Whose best suited to have a specialist schedule their ride for them?**

A) Someone who does not have the ability to set up their own rides (i.e. limited or no technological know-how, no access to a smartphone, no internet/data plan, intellectual or developmental disability). NJ 211 will be able to schedule a ride for you within 7 days of your appointment. You must either call NJ 211 back for a return ride after your appointment finishes, or if you have access to a cell phone, you may request a "flexible" return; you will receive a text message from Lyft to set up your return ride.

**Q) What happens if my ride is over \$30 when a 211 specialist schedules a ride?**

A) The average cost of a ride we've identified for NJ with Lyft is \$22. Ride costs above \$30 will be reviewed by a 211 Supervisor for approval. Over-expenditures, cancellation and cleaning fees will be paid by NJ 211 and not the consumer for these rides.

**Q) I'm worried about COVID19. How do I know I'm safe?**

A) All Lyft drivers and riders are required to follow Lyft's COVID19 Safety Protocol: You are ineligible if you are COVID19 positive, think you have it, or have related symptoms. Everyone is required to wear a face covering when in a ride. Drivers and riders must keep the car clean and sanitize their hands often. The front passenger seat must remain empty and windows may be open whenever possible.

**Q) I have a handicap. Are there any accommodations made for people with a disability?**

A) If you have a foldable wheelchair, walker, scooter, walking canes, crutches or other smaller assistive devices that can be stored in the back seat or trunk without obstructing the driver's view, your need for assistance must be accommodated by drivers on the Lyft platform. If you use a larger wheelchair or assistive devices that are not easily folded and stored, assistance through this platform may be denied.

**Q) My vaccination is at a drive-through site. Can I use this program?**

A) If your drive-through site has a drop-off and pick-up location, the Lyft driver may drop you off there. If your site is a drive-through only location, the Lyft driver cannot take you in line for vaccination.

**Q) Can I schedule a ride for both my first and second dose?**

A) Yes, NJ 211 will be able to provide two coupon codes if you are scheduled to get both your first and second dose of vaccination shots. Coupon codes must be used before December 31, 2021 or the value will expire. If not using a coupon code, you must call NJ 211 within 7 days of your 2<sup>nd</sup> dose for a ride to be scheduled.

**Q) I'm going to a walk-in vaccination site and appointments aren't necessary, do I need proof of appointment?**

A) NJ 211 does not require proof of appointment. If transportation is required to a walk-in site, NJ 211 will be able to provide transportation access.