

The Upside Of Aging

Volume 4, Issue 3



March 2020

We added a new ride share option to our transportation program - **Lyft**. You will need to download the *Lyft* app to your Smart Phone to participate.

Clients may purchase up to \$240 in value between the *Lyft* program and the Taxi Vouchers. If you already purchased four Taxi voucher packets in 2020 you may buy up to two additional packets -or- opt for purchasing \$40 towards rides with *Lyft*. See the *Lyft* flier for more information on this program.

Coronavirus

The CDC has not issued any guidelines yet, but if/when they do, we will be following them. If the Grand Traverse County Health Dept. issues any recommendations we will be looking at those as well. We have ordered six months of supplies like gloves and masks in order to make sure we are well prepared.



Daylight savings time begins Sunday, March 8th.

When we change over to daylight savings time, it is a good time to change the batteries in your smoke detectors.



The Commission on Aging will be closed Friday, April 10th in observance of the Easter Holiday. Let your worker know if you need your appointment to be made up this day.

COMMISSION ON AGING SENIOR TRANSIT 2019-2020 POLICY

1. The COAST bus is a contracted service paid for by the Commission on Aging with county millage funds and the service is free to COA members
2. Service operates Monday through Friday from 8am to 5pm (9 hours/day)
3. COAST service includes Door-to-Door transit with driver support when possible
4. Interested riders may call COA at #231.922.4688 to sign up for COAST service
5. There is no cost to sign up and no other COA services are required
6. Only seniors pre-approved by COA may make a reservation
7. Non-COA members may not ride COAST unless they accompany a member
8. COA members may make a reservation up to two weeks in advance
9. Dispatch will check the COA member roster to verify membership
10. Dispatch will remind riders of the "Be Ready Window" – to be ready to board the bus 15 minutes before and after the pickup time and must approach the bus for boarding within 3 minutes
11. Caregivers, friends and family members may ride with a COA member for free
12. The COA member must add additional rider names when making the reservation, their names must be included on the ridership report and all accompanying riders must board and alight at the reserved locations
13. When there is a COAST cancellation, Dispatch will call previous COA member denials to fill that seat, as time permits
14. Cancellations not made 48 hours in advance are to be reported as Late Cancellations/No-Shows
15. The COA will contact riders with excessive No Shows/Late Cancels as well as excessive standard Cancellations, at their discretion
16. COAST riders have a carry-on limit of 6 bags and must secure them at their feet
17. All mobility devices and foldable shopping carts must be secured on the bus
18. BATA will enforce its Code of Conduct policy as with all our transit services
19. Subscription rides are approved for medical trip purposes, such as dialysis
20. Please email all questions on COAST policy and procedure to Alan VanderPaas / vanderpaasa@bata.net

April Staff Birthdays and Anniversaries

Birthdays

Brendyn S—04/23



Anniversaries

Brittany S - 04/03 - 3 yrs

Deb S - 04/18 - 3 yrs

Lisa F - 04/18 - 2 yrs

Caring for those who cared for you, since 1975



If you have never tried ridesharing, there is no need to worry - using Lyft is much simpler than you may think. So how does Lyft work, exactly? Here are answers to six FAQs:

What is Ridesharing, Anyway?

Ridesharing matches you with a nearby driver who will pick you up and take you where you want to go. Lyft is the app you use to get a ride in minutes. Just tap request and a driver is there. By taking Lyft, you can help your community reduce traffic and take cars off the road.

How Long Does it Take to Get a Lyft Ride?

After just a few taps in the Lyft app, a carefully screened driver will be on their way to you - just set your pickup point. You will see a photo of your driver and the car, as well as their ETA. You can even watch as they approach on a map and call your driver if something changes, like if it starts to rain and you want to head down the block to take cover. Once the driver arrives, confirm your name and destination, get in, and you are off.

Do I Have to Sit Up Front, or Can I Chill in the Back?

It is your ride, so set the tone depending on how you feel. If you want to hop in the backseat, put on your headphones, and not say a word, that is no big deal - there is no need to sit in the front seat and chat. However, you can always ride shotgun and ask your Lyft driver for advice about the restaurant you are about to.

How Much Does a Lyft Ride Cost?

Depends on where you are headed and when. There is a base charge and a cost per mile and per minute, with extra added on when your pickup point is in Prime Time, which happens during higher-than-normal demand to encourage drivers to get on the road. For price estimates of rides in your city, check out the Lyft city page. <https://www.lyft.com/rider/cities> Oh, and never worry about carrying cash - payment happens seamlessly through the app.

Can I Tip My Driver?

Yes! The Lyft app lets you tip your driver when you pay at the end of the ride, but do not feel like you have to. If you don't want to or simply cannot afford a tip, don't sweat it.

What is the Rating System for Drivers and Passengers?

When your ride ends, you can rate your driver on a scale of 1 to 5 stars. You can also write a comment, which is shared anonymously with the driver.

If you are satisfied with your ride, there is no reason not to give your driver a 5-star rating.

A 4-star rating or less means that you were somehow dissatisfied, so reserve those for if, say, a driver gets lost. You can explain your rating in the comments to help the driver improve.

Passengers can see a driver's overall star rating, so giving a driver a 1-star rating for no reason does impact the driver. And it is a two-way street. Drivers rate their passengers after every ride, so make sure you act with respect.

Ready to take your first ride? Download the Lyft app and hit the road today!

<https://www.lyft.com/rider/signup>

COMMISSION ON AGING LYFT PROGRAM

1. Contact the Commission on Aging (COA) to become a Lyft client at (231) 922-4688.
2. Make payment to COA for the number of Lyft dollars you wish to place on the account.
3. COA is allowing clients to purchase up to \$240.00 between the Taxi Coupon and Lyft programs.
 - This would equate to 6 sets of Taxi Coupons under the current program.
 - Lyft dollars only upload on Client's Lyft account by 4:00 pm on Friday.
 - Lyft may be utilized for travel to the following: Antrim, Benzie, Grand Traverse, Kalkaska and Wexford counties.
4. Lyft dollars are good for one year from the first of the month purchased, so it is recommended that you purchase them at the beginning of the month, rather than the end of the month.

Lyft Mobile App Download and Account Instructions

The Lyft mobile app is available for iPhone and Android smartphones. **PLEASE NOTE:** The app requires a cellular connection and Lyft doesn't support tablets or Wi-Fi-only devices. Follow the instructions below to download the Lyft mobile app, install on your phone and create an account:

5. Go to your app store (the iOS App Store for iPhone and Google Play Store for Androids).
6. Search for "Lyft" and install the free Lyft mobile app.
7. In order to sign up for a Lyft account you must have a phone number and email address (email address and phone number must be the same as what was provided to Grand Traverse County Commission on Aging for enrollment in the program).
8. Type in your device's phone number.
9. To verify your identity, Lyft will send you a verification code via text to your phone number.
10. The text message should arrive immediately and if you don't see it after a bit, tap 'Resend code'.
11. After verifying your phone, the app will prompt you to input payment information. Enter your credit, debit, or prepaid card information, and then tap the arrow; your payment information will be stored securely on your Lyft account for future trips. You must enter this alternate form of payment in case you run out of COA designated funds in the account.
12. Type in your name, email address, and take a selfie (optional) so your driver knows who to pick up.

How to Schedule a Trip with the Lyft App

Below are specific instructions for riders to book a trip through the Lyft program:

- Customers should open the Lyft app and select their Lyft profile in the top left corner of the home screen. From there, they select "Promos" in the drop-down menu. When your Lyft credit has been added to your account, it will show up in this screen. You will be able to monitor the amount available as you take eligible rides.
- Users can select "View coverage area" in the promotional section to see the program service area.
- To plan a Lyft trip, choose your pickup location and destination. Lyft will automatically default to your current location as your pickup location. If a customer is beginning and ending a trip within the Lyft service area and credit is still available, the credit will automatically apply. If the credit does not cover the full cost of the ride, the remainder of the ride cost will be charged to the payment method associated with your account.
- If a trip and ride type is eligible, the total estimated fare will be discounted and the screen will show the total cost of the ride with the credit taken into account. Only standard Lyft rides are eligible for this program.
- To request a ride, you tap "Request Lyft" in the app.
- Lyft will share your ride request with nearby drivers. Once you are matched with a driver, you will be given the driver's estimated arrival time, as well as the driver's first name and photo, and the make, model, and license plate number of their vehicle. You will be able to monitor the driver's location in real-time.
- You will receive notifications when the driver is nearby and ready for pickup. After the ride is completed, the Lyft app will show the final fare with the credit applied, and provide you an opportunity to rate and tip the driver. Tips are not covered by the credit amount.