



RIDE UNITED

Mile High United Way is proud to offer Lyft rides to Colorado residents through Ride United, a program sponsored by United Way Worldwide. Our 211 navigators can arrange rides anywhere in the state of Colorado where Lyft operates for clients meeting the program criteria.

Ride United connects Coloradans to the essential services they need when other transportation options are unavailable. Community partners should only engage Ride United once all other transportation resources have been exhausted. Ride United is not intended to serve as an ongoing transportation service for residents. 211 Help Center staff are happy to work with clients and partner agencies to find long-term transportation solutions.

Call 211 today for details or to arrange a ride!

WHEN

Rides can be scheduled between 8 a.m. and 4:30 p.m., Monday-Friday (holidays excluded)

WHAT

Health Care

- Medical, dental & eye appointments
- Medicare, Medicaid & CHIP applications
- Vaccine and booster appointments
- Mental health support
- Substance support
- Pharmacy services

Employment

- Job interviews
- Pre-employment needs (fingerprinting, etc.)
- Commuting to and from work

Housing

- Accessing and maintaining benefits
- Emergency shelter

Food Security

- SNAP and WIC applications and interviews
- Grocery store or food pantry visits

Economic Stability

- Record obtainment – social security, birth or death certificates, etc.
- Tax-site assistance
- Transportation services – DMV, car repair, etc.
- Disaster and natural emergency relief

Legal

- Court proceedings and counsel
- Court-ordered community service

Education

- School or child care commuting

TIPS & FAQs

Please keep these parameters in mind when requesting a ride:

- Lyft drivers do not provide car seats.
- Lyft drivers must allow service animals but otherwise can deny a ride with a pet.
- Lyft is not wheelchair accessible, and unfortunately, we cannot schedule rides for wheelchair users. 211 will provide these clients with several different transportation resources that can assist and ensure the client's needs are met.

What happens when an agency calls for a Lyft ride?

Agencies supporting residents who meet our criteria can contact 211 directly to schedule rides for their clients.

How quickly can rides be scheduled?

A request for a Lyft ride must be made at least one business day before the ride is needed. In some cases, we can make an exception and schedule a same-day ride if the client needs to access food or shelter resources. Riders can schedule rides up to seven days in advance during operating hours and can schedule return rides when appropriate. Contact our navigators to learn more.

What if a client has never used Lyft?

211 navigators explain the basics of using Lyft to all clients, ensuring callers successfully connect with their drivers. 211 staff also guarantee riders understand they cannot modify a Lyft ride once 211 has scheduled it.

Why must clients have text or a phone with service?

Lyft communicates all ride details and updates to clients via text or a phone with service. If there are changes to the driver or pick-up, those updates also are shared via text, or a Lyft agent calls the client. We have no other way to share this information with riders.

How can I help?

There are three things to keep in mind when referring clients to Ride United:

- Please use discretion and use all other transit options first.
- Please inform clients that rides are based on available funding and may be temporarily unavailable.
- Please note that driver availability – particularly in less populated areas – is not guaranteed.



VISIT UNITEDWAYDENVER.ORG/211 FOR MORE INFORMATION OR TO REQUEST A RIDE!