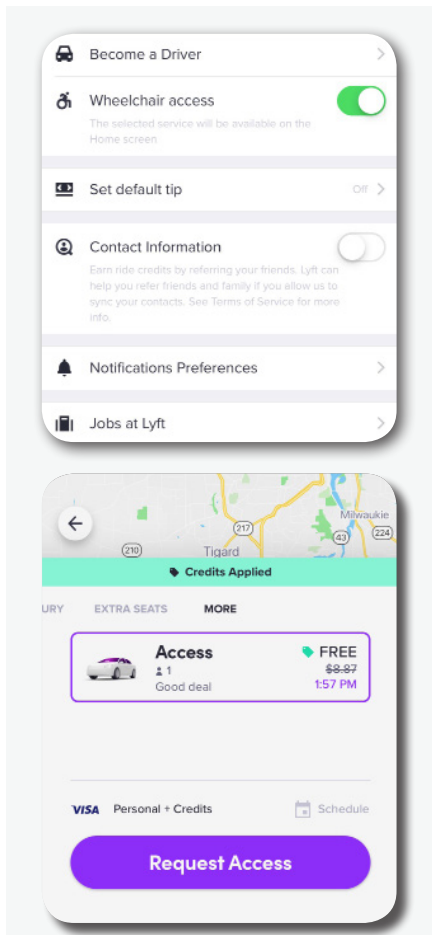


Lyft WAV Service

Chicago

To support the transportation needs of people who use fixed-frame (non-foldable/non-collapsible) wheelchairs, Lyft provides dedicated WAV service directly through the Lyft app in the Chicagoland area.

How to use Lyft Access Mode



Step 1: Download the Lyft app and set up your account

Step 2: Enable Access Mode

- Tap the Menu icon in the top left corner of the app
- Scroll down and tap Settings
- Find Wheelchair access in the Menu
- Slide the toggle to the right to enable Access Mode so it turns green, indicating enabled

Step 3: Request your ride

- Enter in your destination, then swipe left to see additional modes
- Tap More then tap Access to select Wheelchair Mode
- Tap "Request Access," confirm your pickup location, and you're all set!

Features

All rides in Access Mode offer the same features as the traditional Lyft app:

- In-app photos
- Digital receipts
- Real-time ride tracking that can be shared with a loved one
- 2-way rating system
- 24/7 Critical Response Line to report any safety concerns to our dedicated Trust & Safety team

Pricing

Pricing is the same as Lyft Standard Rides and with upfront pricing, riders see the exact price for their ride before they make the request.

Safety

Before giving a ride on the Lyft platform, all driver applicants are screened for criminal offenses and driving incidents. Our annual criminal background checks are provided by a third-party expert, and include a Social Security number trace, a nationwide criminal search, a county court records search, a federal criminal court records search as well as a U.S. Department of Justice 50-state sex offender registry search. We also conduct continuous criminal monitoring, which includes daily monitoring and immediate notification of any disqualifying criminal convictions. Any driver who does not pass both the annual and continuous screenings is barred from our platform.

Alternative Services

In Chicago, we dispatch accessible vehicles in real-time. If you are unable to successfully request a ride via the Lyft app, we've provided a list of alternative services.

PACE
800-606-1282

The City's Centralized Wheelchair Taxicab Dispatch Service
855-928-1010
Toll free, 24/7

Accessible Van Transportation:

R Squared Transport
217-525-9069
Evenings and weekends: 217-891-4238 or
217-622-9073

Paratransit Service:

Access Springfield
SMTD
Information: 217-522-6087
Reservations: 217-522-8594

Feedback

All Riders are encouraged to use our two-way rating feature. Passengers and drivers rate each other anonymously after every ride. Riders rating their experience less than four stars are automatically prompted to give more feedback about what could have gone better. Lyft takes user ratings and driver feedback very seriously, and reviews all rides with low ratings and concerning feedback to determine if action should be taken for the rider or driver involved.