

The Lyft App



July 2016

How the Lyft App Works

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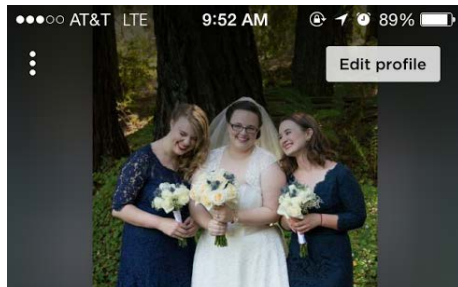
The Lyft platform is completely cashless

- All transactions are done in-app through credit cards
- Using cash is prohibited and drivers are instructed not to accept cash even as tip if asked
- Consistent location updates from the driver's phone provide detailed tracking of each trip.

Lyft has two types of User accounts

- Driver and Passenger
- Each account is synchronized with each other during a ride
- Upon being matched, the passenger is presented with an image of the driver, as well as their first name, and information about the vehicle, and has the ability to text or call the driver through the app
- Upon being matched, the driver is presented with a profile image of the passenger, as well as their first name, and has the ability to text or call the passenger through the app

Passenger and Driver Profiles



Sarah

JOINED JUNE 2013

- 🏠 From San Francisco
- 🎵 Favorite music is All Types!
- 👤 I'm going places

FRIENDS IN COMMON ENABLED

 Facebook settings



Will


NEW
Rating


AUG '12
Joined

- 🏠 From Menlo Park, CA
- 🎵 Favorite music is Bob Marley & The Wailers
- 👤 Cycling Rules Everything Around Me

FRIENDS IN COMMON ENABLED

 Facebook settings

Safety



2-way user ratings



Real-time GPS tracking



24/7 critical response phone line



DMV and criminal history background checks on all driver applicants



Vehicle inspections



Zero-tolerance drug & alcohol policy



Robust insurance coverage

Time & Distance



How does Lyft measure time through the app?

Comparing the precise timestamp associated with a driver beginning the ride and the driver ending the ride gives us total ride time. Each timestamp is created through a driver's button presses in the app. The difference is calculated with simple subtraction and provided to passengers on their ride receipts.



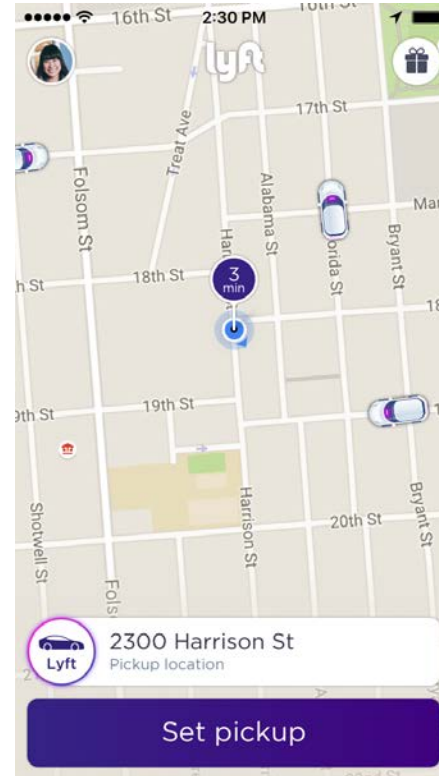
How does Lyft measure distance through the app?

The driver phone's GPS regularly sends coordinates to Lyft. These coordinate updates are compared to past updates to calculate accrued distance, which we report to our customers on their ride receipts.

Passenger Mode

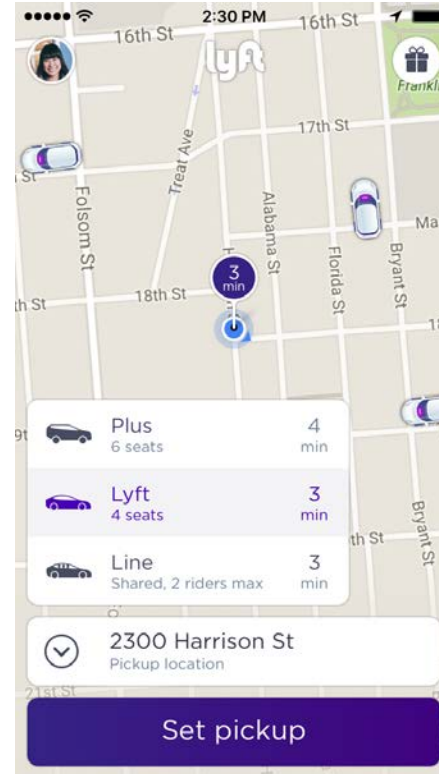
Passenger Mode Home Screen

Upon opening the app, a passenger sees their current location, and the location of nearby available drivers.



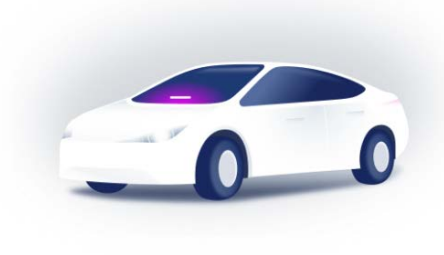
Ride Type Selection

By clicking the icon in the bottom left, a passenger can select their preferred ride type. These vary depending on which region a user is in.



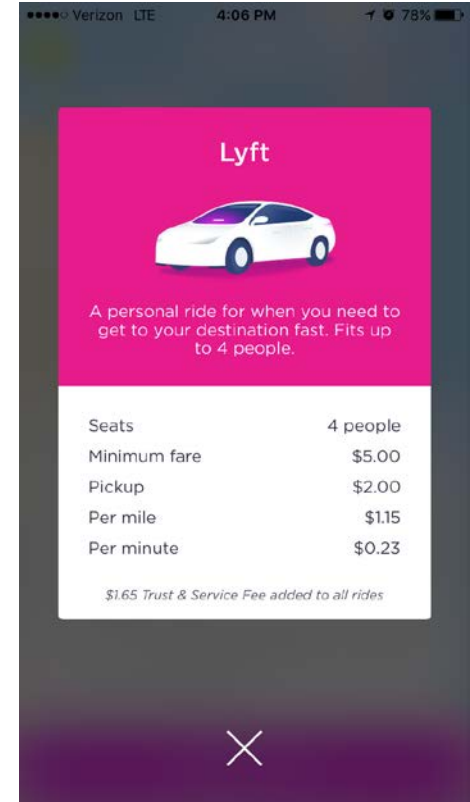
Pricing

Passengers can view up-to-date pricing information on our public website at lyft.com/cities, or by tapping their ride type in the app. Prices and available ride types vary from region to region.



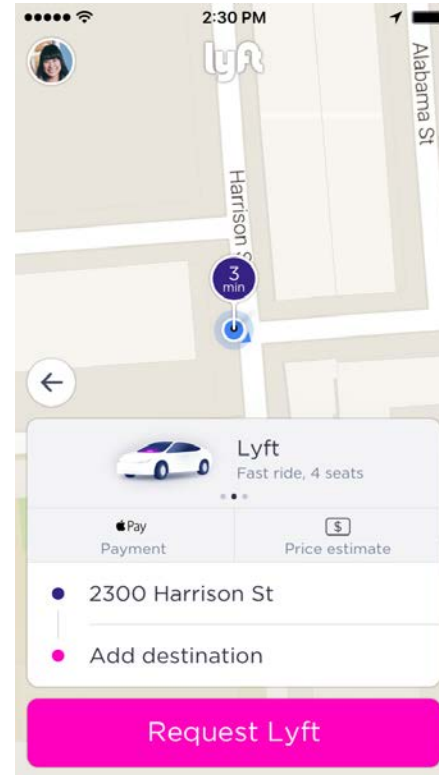
Lyft is your personal ride. Whether you're traveling solo or with up to three friends, this sedan is yours to fill.

Lyft	Plus
Base Charge	\$0.90
Cancel Penalty	\$5.00
Cost Maximum	\$200.00
Cost Minimum	\$4.00
Cost Per Mile	\$0.78
Cost Per Minute	\$0.11
Trust And Service Fee	\$1.75
Airport Fees	‡Varies



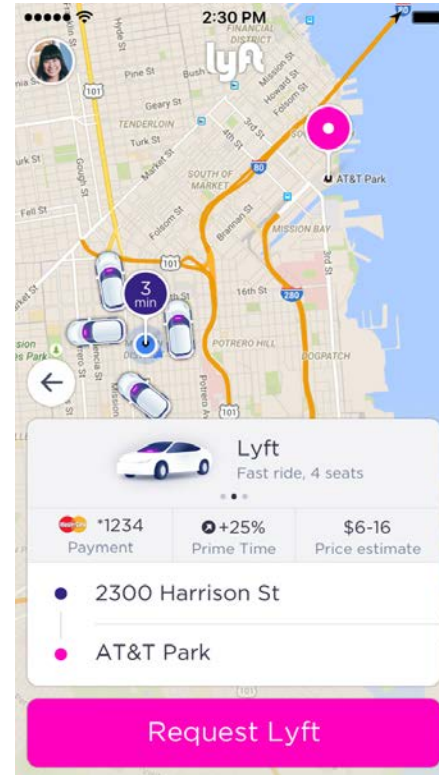
Pickup Location

The passenger can set his or her pickup location by centering on their current GPS location, dragging the pin across the map, or typing in an address or landmark.



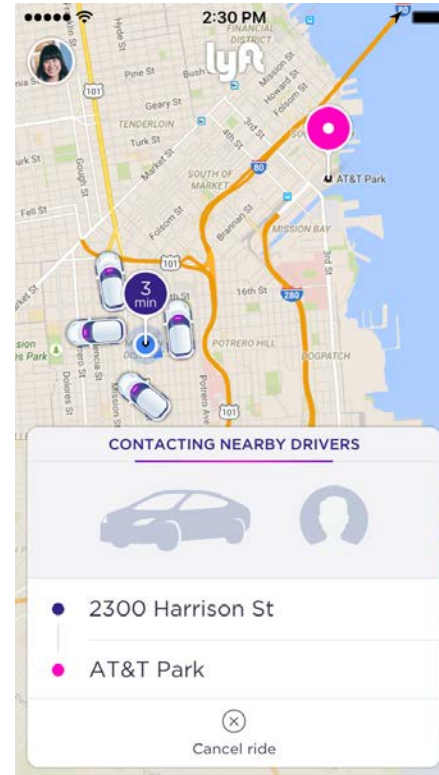
Destination and Fare Estimate

Passengers can optionally set the intended destination in the same ways as pickup location. At that time, the passenger can obtain a fare estimate. If a passenger inputs a destination, they can still change that destination during the ride.



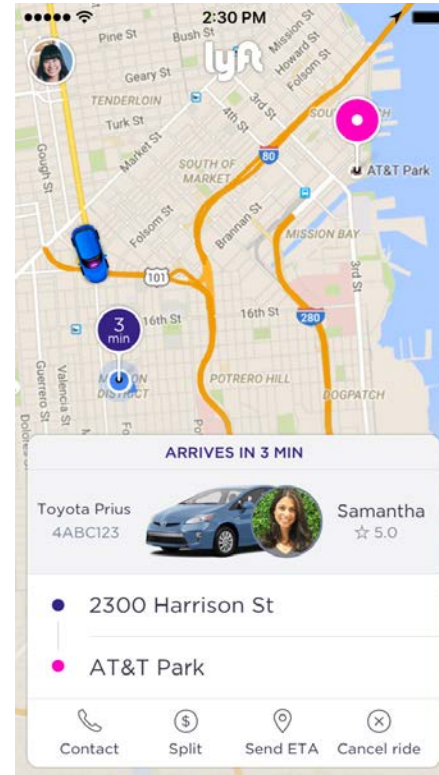
Requesting a ride

After selecting their pickup location and destination (if one is entered), passengers request a ride. The app sends their request to nearby drivers.



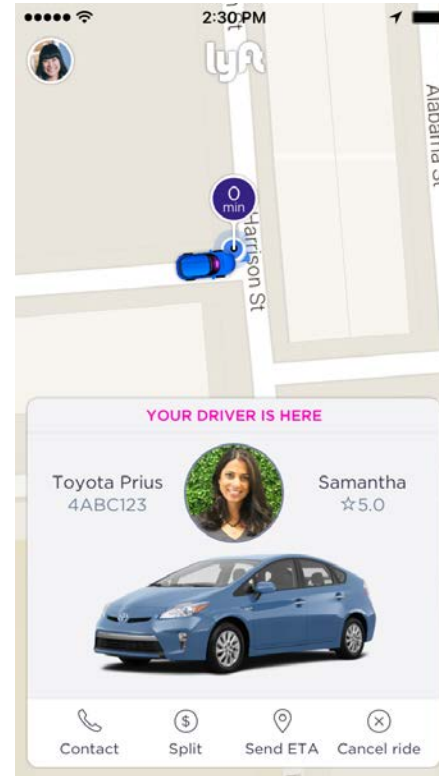
Matching the Passenger and Driver

A nearby driver accepts the ride, and the passenger can see information about that driver.



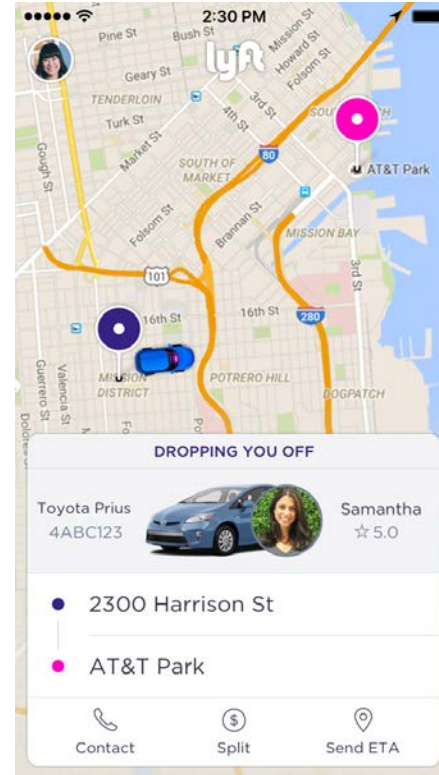
Driver Arrival

The passenger receives a notification from the app when the driver has arrived at the pickup location.



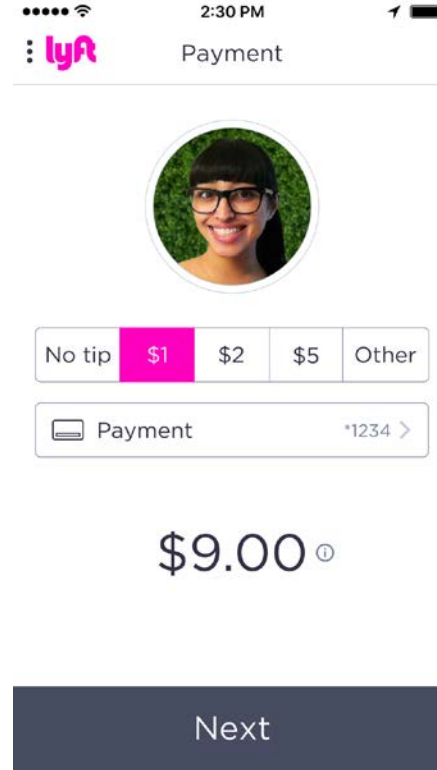
In Progress

The passenger can see their current location relative to departure and destination in real time during the ride (if a destination is entered).



Payment

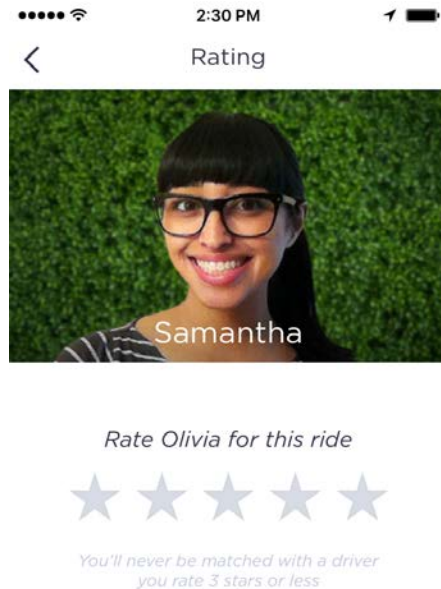
The passenger is presented with a payment amount. They can select which payment method to use and add an optional tip.



The screenshot shows the Lyft payment interface. At the top, there are status icons for signal strength, Wi-Fi, and battery, along with the time 2:30 PM and the word "Payment". Below this is a circular profile picture of a woman with glasses. Underneath the profile picture is a row of five buttons for tip amounts: "No tip", "\$1", "\$2", "\$5", and "Other". The "\$1" button is highlighted in pink. Below the tip buttons is a payment method selection area with a card icon, the text "Payment", and a masked card number "*1234" with a right-pointing arrow. In the center of the screen, the total amount "\$9.00" is displayed with a small circle icon to its right. At the bottom, there is a dark grey button labeled "Next".

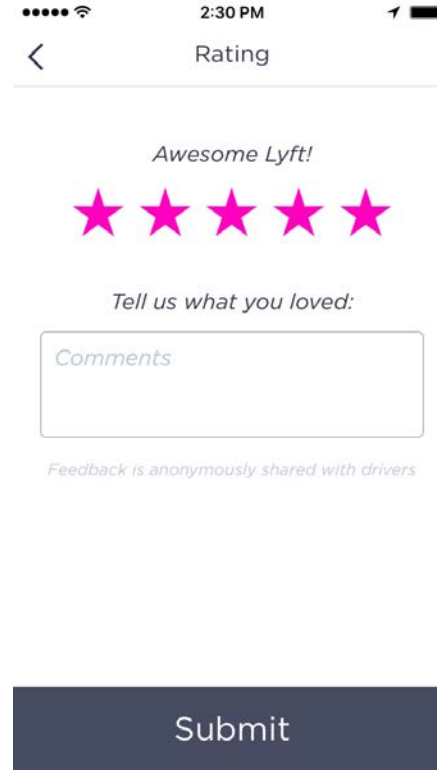
Rating

The passenger is prompted to rate their ride.
Any rating of 3 stars or fewer will prevent future pairing with that driver. Any rating of 2 stars or fewer will trigger proactive contact from Lyft support staff to address any issues with the ride.



Feedback

Passenger feedback is shared anonymously with drivers at the end of the day.



The screenshot shows a mobile app interface for providing feedback. At the top, there is a status bar with signal strength, Wi-Fi, and battery icons, and a time of 2:30 PM. Below the status bar is a navigation bar with a back arrow and the word "Rating". The main content area features the text "Awesome Lyft!" followed by five pink stars. Below the stars is the prompt "Tell us what you loved:" and a text input field with the placeholder "Comments". At the bottom of the form is a dark blue button labeled "Submit". A small note at the bottom of the form states "Feedback is anonymously shared with drivers".

Improvement Areas

A rating of fewer than 5 stars will prompt the passenger to identify specific improvement areas for that driver. Lyft retains these records and uses them to provide constructive feedback to drivers.

The screenshot shows the Lyft rating interface. At the top, there is a status bar with signal strength, Wi-Fi, time (2:30 PM), and battery level. Below that is a navigation bar with a back arrow and the word "Rating". The main content area displays a 4-star rating (four pink stars and one grey star) with the text "OK, could be better" above it. Below the stars is the question "How can Olivia improve?". There is a grid of four improvement areas: "Safety", "Navigation" (highlighted in pink), "Friendliness", and "Cleanliness". Below the grid is a text input field labeled "Comments". At the bottom, there is a dark blue button labeled "Submit". A small note at the bottom of the form states "Feedback is anonymously shared with drivers".

Safety	Navigation
Friendliness	Cleanliness

Comments



Submit

Receipt

After payment has been submitted, passengers receive an itemized receipt via email.

Lyft Ride Receipt <no-reply@lyftmail.com>
to me

Jun 29 (1 day ago)




Thanks for riding with Marcus!
June 29, 2016 at 12:10 AM

Ride Details

Ride (1.26mi, 7m 38s)	\$5.00
Prime Time + 50%	\$2.50
Trust & Service Fee	\$1.55
Tip	\$2.00
Lyft Credits:	-\$9.05

VISA Visa ~~****~~ **\$2.00**



● Pickup 12:10 AM
576 Water St
Oakland, CA

● Dropoff 12:18 AM
1448 Jackson St
Oakland, CA

Tip driver Find lost item Request review


To protect against unauthorized behavior, you may see an authorization hold up to \$25. This is to verify your payment method and will not be charged.

Pricing FAQ · Help Center
Receipt #879951748360641868
Map data © OpenStreetMap contributors


© Lyft 2016
548 Market St #68514
San Francisco, CA 94104

Work at Lyft
Become a Driver

← Jun 29 2016 - 12:10 AM



\$2.00
Thanks for riding with Marcus



● Pickup 12:10 AM
576 Water St, Oakland

● Dropoff 12:18 AM
1448 Jackson St, Oakland

Ride (1.26mi, 7m 38s)	\$5.00
Prime Time + 50%	\$2.50
Trust & Service Fee	\$1.55
Tip	\$2.00

Total \$11.05

Lyft Credit -\$9.05

VISA ~~****~~ **\$2.00**

Tip Driver

Find Lost Item

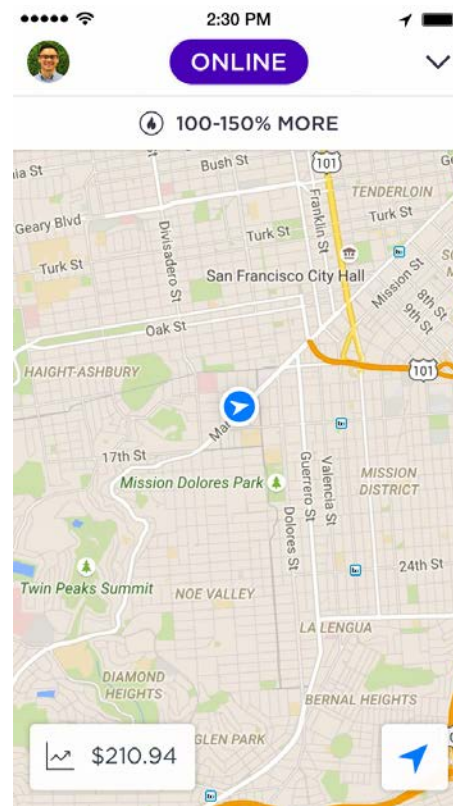
Request Review

[Pricing FAQ](#) · [Help Center](#)

Driver Mode

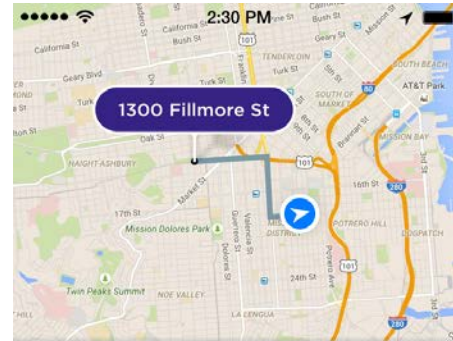
Driver Mode Home Screen

When logging into Driver Mode, the driver will see a map of your current location while waiting for a ride request.



Incoming Ride Request

When a request comes in, the driver will see the pickup location, a time estimate for their arrival, as well as information about the passenger.



Lyft

4 min away

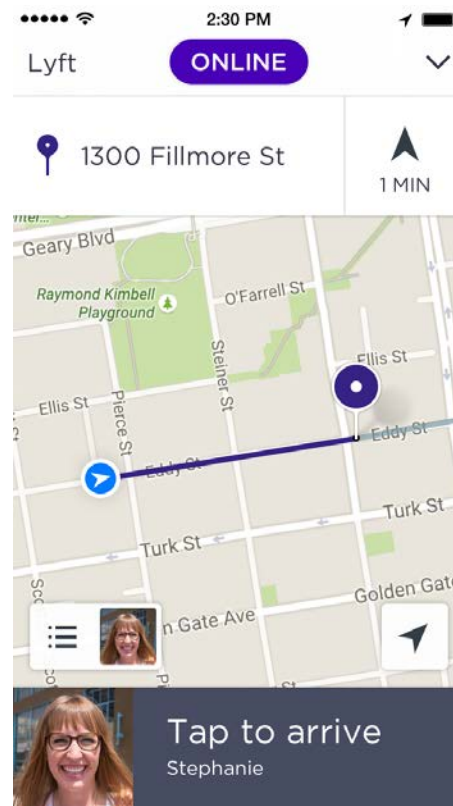


Stephanie

★ 5.0

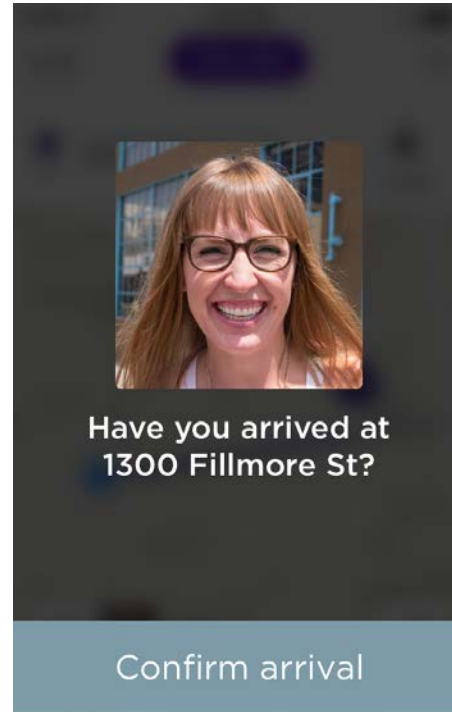
Arrival

Drivers tap the button at the bottom of their screen to indicate that they have arrived at the pickup location.



Confirm Arrival

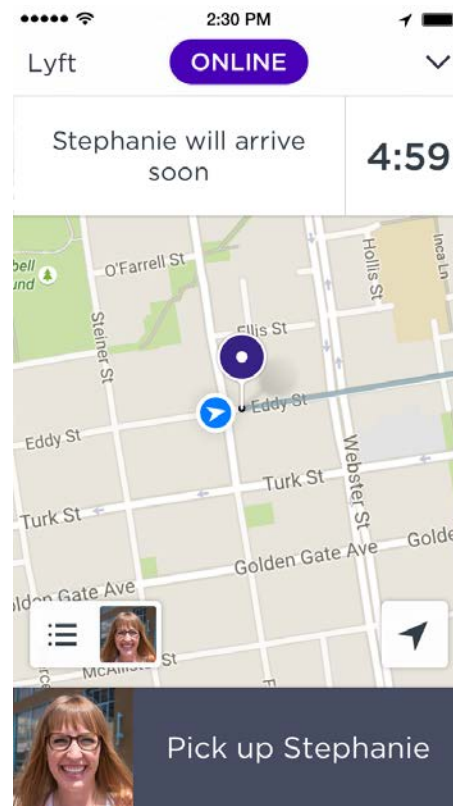
Drivers must confirm that they have arrived by pressing a second button.



Cancel

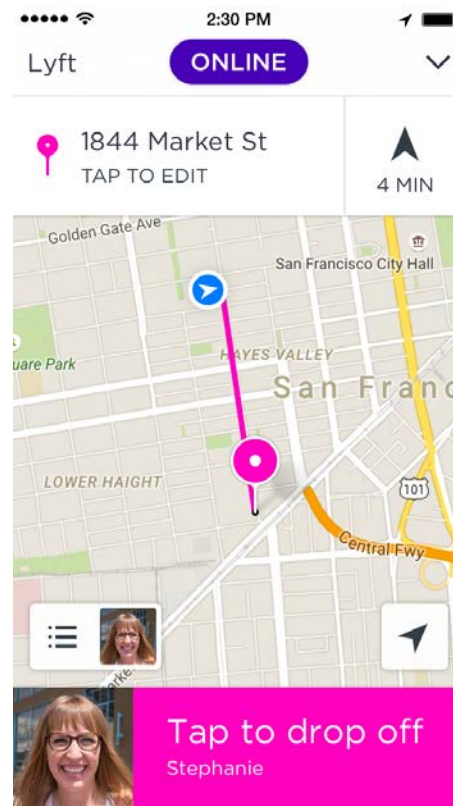
Awaiting the Passenger

After confirming they've arrived, drivers wait at least 5 minutes for their passenger to locate them.



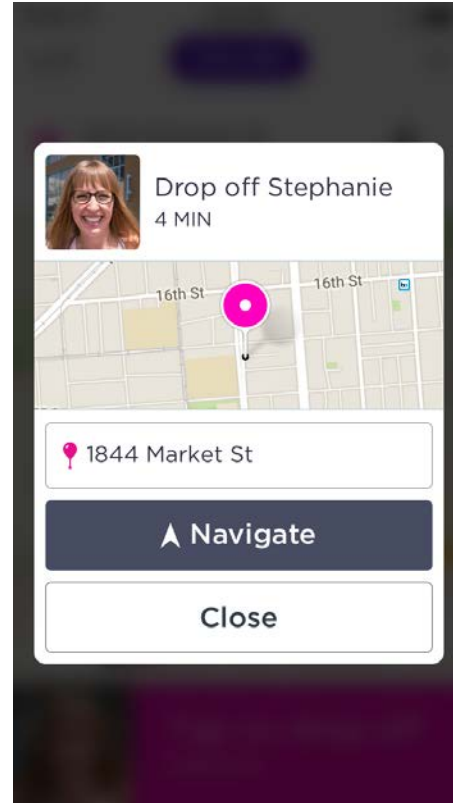
Ride In Progress

Drivers can tap the arrow in the top right to open their preferred navigation app.



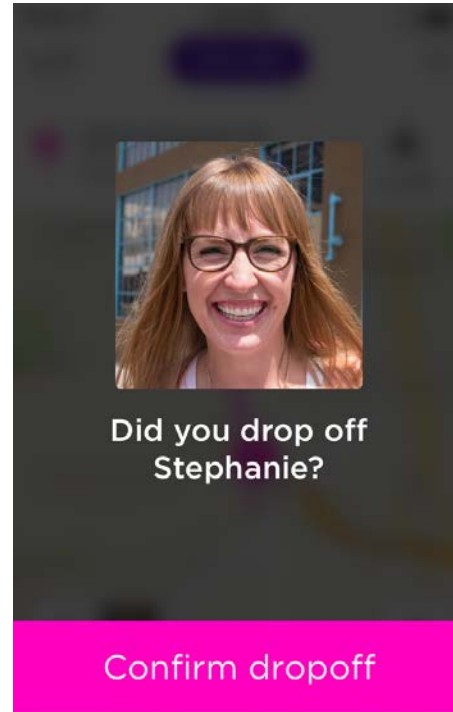
Navigation

To navigate to the dropoff location, drivers have an opportunity to confirm or modify the intended destination.



Drop Off

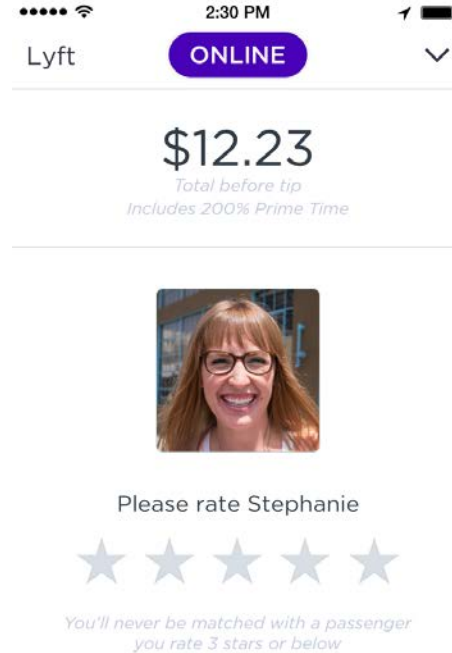
Drivers must confirm the ride has concluded with a second button.



Cancel

Rating

Lyft star ratings are two-directional. Drivers and passengers rate one another.



Feedback

Drivers can provide feedback to passengers as well. Unlike feedback from passengers to drivers, this feedback is for Lyft's customer records only.

The screenshot shows the Lyft driver interface. At the top, there are status icons for signal strength, Wi-Fi, and battery, along with the time 2:30 PM. Below this, the Lyft logo is on the left, a purple 'ONLINE' button is in the center, and a dropdown arrow is on the right. A horizontal line separates the header from the main content. The main content displays a fare of '\$12.23' in large text, with 'Total before tip' and 'Includes 200% Prime Time' in smaller text below it. Another horizontal line follows. The next section says 'Awesome Lyft!' above five pink stars. Below the stars is the text 'Tell us what you loved' and a text input field with the placeholder 'Comments'. At the bottom of the input field is the note 'Feedback is shared with Lyft support only'. A dark blue 'Submit' button is at the very bottom.

Lyft

2:30 PM

ONLINE

\$12.23

Total before tip
Includes 200% Prime Time

Awesome Lyft!

★★★★★

Tell us what you loved

Comments

Feedback is shared with Lyft support only

Submit

Payment & Ride Summary

Drivers receive daily and weekly summaries of their activity on the platform, including detailed payment information, with the associated mileage and time.

Driver summary for May 16, 2016

Power Driver Bonus

Want to earn more? Find out how to qualify for the [Power Driver Bonus](#)

Upcoming peak hours

Drive peak hours for maximum rides, earnings, and funny stories.



Time in driver mode: 5 hrs, 29 min

[View Daily Pay Summary](#)

Past 100 ratings

Rating
✓ ★ 5

Awesome

Lifetime

Rides
708

Past day

Accept rate
89%

Okay
[Learn more](#)

Earnings

Ride Distance	Ride Time	Ride /tip	Lyft Fee	Your Earnings
6.6 mi	38 min	\$18.32	\$3.66	\$14.66
1.0 mi	2 min	\$5.00	\$1.00	\$4.00

...

4.0 mi	23 min	\$20.53	\$4.11	\$16.42
72.4 mi	263 min	\$222.58	\$44.50	\$178.08

Prime Time rides are in green, and tips are shown in black (100% of tips go to drivers)

Passengers pay additional \$1.55 [Trust & Service Fee](#) per ride. Passengers have 24 hours to pay, so amounts may not be final.

Time in driver mode: 5 hrs, 29 min

Ride payments: \$222.58

Lyft fees: - \$44.50

Your earnings: \$178.08

Thank you!