

Fresno Proposed Service Options for Senior Taxi Scrip Program

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Lyft Model

1. Participants would call into call center and provide account number, phone number, pickup and drop-off address.
2. The cards will not be used with Lyft, but the account number will be used to book the trip. The cards and account number are linked to the same account.
3. The call center would be available Monday – Friday with a tentative schedule from 7am – 7pm (TBD).
4. View Lyft trip estimate on portal.
5. Make sure the participant is eligible and has available trips or dollars on account.
6. The trip will be entered into the Lyft portal using the phone number as identifier.
7. The trip details and fare will be entered into the EzTransport system.
8. Agency or MJM will have an open account with Lyft for monthly trips and billing.
9. Agency or MJM will review and pay Lyft for the trips.
10. Lyft may provide a trip export monthly (TBD).

Taxi/Sedan Model

1. Providers integrate to EzTransport system. MJM has integration points to most taxi vendors in the US.
2. Participant calls approved provider directly.
3. Card is presented in the vehicle and swiped at beginning of trip (this is optional but recommended).
4. Information is sent to EzTransport system in real-time to verify eligibility, trip availability and record data including data, time, vehicle, driver, card number and GPS coordinates.
5. At end of trip, card is swiped again to finalize trip, fare and record drop-off data including GPS coordinates.
6. The trip record is updated in EzTransport in real-time and available to view in EzTransport.
7. EzTransport has an administrative web portal, participant web portal and provider portal.
8. There is a provider web portal available for taxi/sedan providers to review and submit trips for payments.
9. Agency or MJM reviews the trip and invoice details and pays providers.