Did You Know?

▶ Most TNCs operate on demand, but there are some that allow you to schedule your trip in advance.

▶ The cost of a trip can increase due to a higher demand for rides in your area. This could be caused by bad weather, rush hour, or special events and is referred to as "surge pricing." However, you will know the cost of a trip before booking.

How to Request a Ride Without a Smartphone

Both Uber and Lyft allow you to hail a ride from a computer by putting an "m" in place of the "www" in their web address. Example: "m.lyft.com". You must have a cellphone that is capable of getting texts and calls.

▶ There are fee-based services like "Arrive" and "Go Go Grandparent" that will arrange a TNC ride for you. You just have to call.

▶ uberASSIST is designed to provide extra assistance for older adults and people with disabilities. Check to see if services like uberASSIST are available in your area.

▶ Many TNC's smartphone applications have accessibility settings for riders who are blind or have low vision.

▶ uberPET is a pet-friendly service that identifies drivers who allow riders to travel with their pets. Check to see if services like uberPET are available in your area.

▶ A TNC driver must comply with all applicable laws relating to accommodation of service animals.

▶ Both Uber and Lyft have platforms to rate and check a driver's rating. Additionally, they have ways to rate you as a rider!

Resources

Find a Ride Florida
www.findaridflorida.org

The provision of the following links does not imply our endorsement of them, nor our acceptance of responsibility for the content they do or do not provide.

Arrive
www.arriverides.com
1-866-ARRIVE-8 or
1-866-277-4838

Go Go Grandparent
www.gogograndparent.com
1-855-GOGO-USA or
1-855-464-6872

Lyft
www.lyft.com/signup

Uber
www.uber.com/ride

Ride 2 MD
www.ride2md.com

Transportation Network Companies

Tips on How to Use Transportation Options in Florida

SAFE MOBILITY FOR LIFE
FDOT

www.FLsams.org

What is a Transportation Network Company?

Companies which use a smartphone application to connect customers with drivers and automate reservations, payment, and feedback are called Transportation Network Companies (TNCs). You may be more familiar with other terms such as "Ridesharing," "App Rides," or "Ridesourcing." The most well-known companies are Uber and Lyft.

This brochure can help you determine if using TNCs is an option for you to get around in your community, along with some questions to ask and safety tips to consider.

Who is a TNC Driver?

A TNC driver uses their personal 4-door vehicle or a fleet of vehicles that must pass an inspection. Drivers must be at least 21 years of age, have a valid U.S. driver's license for at least 1 year, and agree to a background check.

How Do I Find My Options?

If you are unsure of what TNCs may be available in your community, visit **www.FindaRideFlorida.org** to locate one, or to find other transportation providers in your area.

Things to Consider When Selecting a TNC

The answers to these questions can be found by visiting the company's website or smartphone application, or by talking to your friends and family.

Does their website include information such as insurance coverage, safety policies, background check procedures, cancellation policies, etc.?

Are there restrictions in the hours or locations? Can I schedule my trip in advance?

What is the cost and how do I pay?

How do I make a reservation? Do I need a smartphone or computer? Do I need to pre-register with the service?

Does the company have any references? Can you ask friends, family, or a neighbor if they can recommend a company that is available in your community?

Questions to Ask Your Driver

Once a driver has accepted your request, you will have the opportunity to contact the driver in advance via call or text.

How many bags can I bring along with me, and is there someone who can help me with them?

Is there anyone who can provide special assistance to people with physical or health needs?

Am I allowed to bring a pet?

Staying Safe While Riding

▶ Request your ride at a safe location, such as from inside your home, a coffee shop, grocery store, etc.

▶ Check the driver photo, make and model of the vehicle, and license plate number before getting into the car. This information is shared with you in advance so make sure the driver matches what you have been provided.

Toyota Camry
ABC123

Gilbert
☆ 5.0

▶ Always sit in the backseat unless you are sharing a ride with friends or family. Riding in the backseat allows you to safely exit on either side of the car and puts a safe distance between you and your driver.

▶ Remember to always buckle up!

▶ Stay awake and alert to make sure that you are taken to the correct location.

▶ Consider asking a friend, family member, or caregiver to ride with you for your first trip.

▶ It's always good practice to tell someone where you are going. Share your trip details with your friends or family.