



Ride Share Services

How to hail a ride with Uber or Lyft





Why try it?

- **Independence and mobility**
 - For times when you don't want to drive
 - If you've given up driving
 - If a ride isn't available from a neighbor or the village.
- **Easy to use**

One tap and a car comes directly to you. Hop in—your driver knows exactly where to go. And when you get there, just step out. Payment is pre-arranged to your credit card – no cash.
- **Anywhere, anytime, any destination**

Appointment across town. Early morning flight. Late night drinks. Longer distances like Baltimore or Richmond.
- **Low-cost to luxury**

Economy cars at everyday prices are always available. For special occasions, no occasion at all, or when you just need a bit more room, call a black car or SUV. If you are not in a hurry, use Uber pool or Lyft line where additional riders may be added giving you even lower rates.



What about SAFETY?

Both Uber and Lyft:

- Run criminal background checks.
- Require clean driving records.
- Suspend drivers who don't get consistently good ratings (4 stars out of 5 or higher).
- The system tracks who you are, who is driving you, when/where ride started – safer than hailing cab on street.
- No cash system improves safety for rider & driver.



BUT – Lyft is SAFER

- Lyft has more screening requirements than Uber for its drivers:
 - An in person interview and mentor session
 - Confirmation with photo ID to verify background check
 - A driving test
 - An inspection of the vehicle



No Smartphone? No Problem!

**GoGoGrandparent – www.gogograndparent.com
toll-free 1 (855) 464-6872**

- Access on-demand ride service Uber with a simple phone call (no smartphone required).
- Charges a monitoring fee of \$0.19/minute from when your ride starts to when you arrive at destination. This is in addition to the Uber charge for the ride.
- Option for text updates on your ride to a family member.
- Rides are available 24/7 in every state and usually cost 35% less than a taxi.
- You can order rides in advance.
- There's no charge to register. Do it on-line or by phone.



How To Use Uber/Lyft

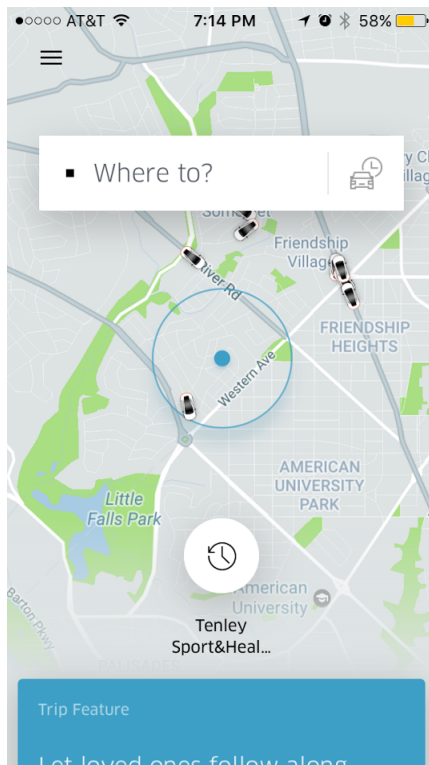
- Create an account on-line– if you use these codes you'll get discounts:
 - LYFT referral link for \$5 ride credit:
<https://lyft.com/iei/MARGIE345472>
 - UBER link for first ride free (up to \$20)
<https://www.uber.com/invite/s6904>
- Sign up for both – there are benefits to having both options (see tips at end)



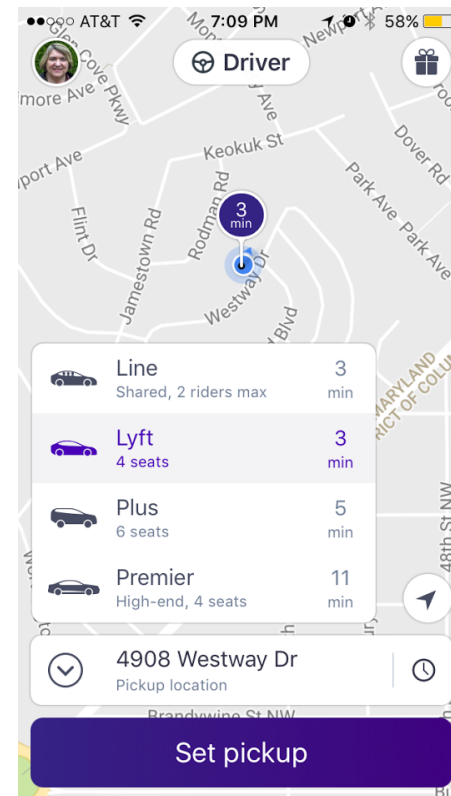
Download Apps to Phone

Uber - open app & login

Lyft - open app & log in



- Little cars show how many drivers nearby.
- Key in destination – last destination will display. (Tenley Sport&Health).
- Click clock if want to request in advance.

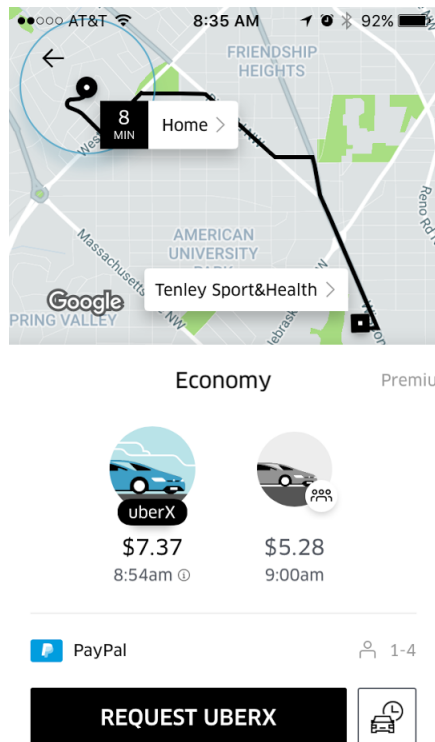


- Choose Line (a carpool), Lyft, Plus or Premier – note wait times for each.
- Verify pick up location
- Click on clock (bottom right) if want to advance request
- Click “Set pickup”



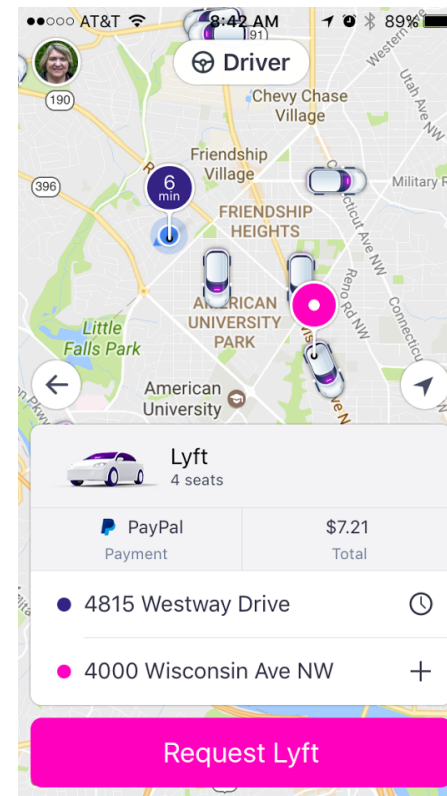
Ride Request

Uber – ride request



- Verify pick up location & key in destination
- Review price
- Scroll right on price to select pool, SUV
- Optional -Click on car/clock (bottom right) to request in advance
- Click “request UBERX”

Lyft – ride request

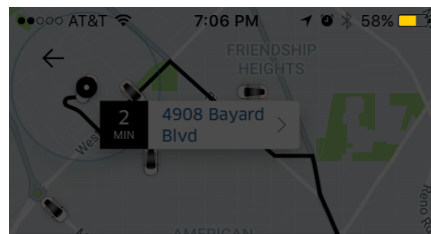


- Little cars show how many drivers nearby
- Verify pick up location & Key in destination
- Review price
- Optional -Click on clock (bottom right) to request in advance
- Click “request Lyft”



If Making Advance Request...

Uber



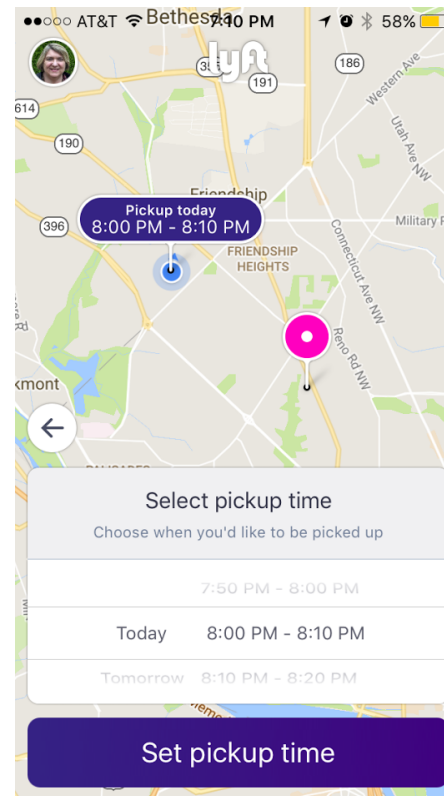
Set Your Pickup Time
Tue, Apr 25 at 7:10 PM-7:25 PM

Sat Apr 22	4	55	
Sun Apr 23	5	00	
Mon Apr 24	6	05	AM
Today	7	10	PM
Wed Apr 26	8	15	
Thu Apr 27	9	20	
Fri Apr 28	10	25	

SET PICKUP TIME

- Scroll down to set pick up time and/or date in the future
- Click “Set Pickup Time”

Lyft

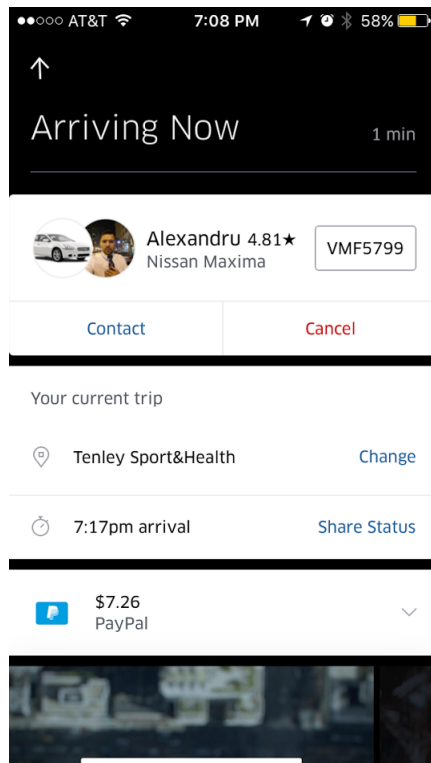


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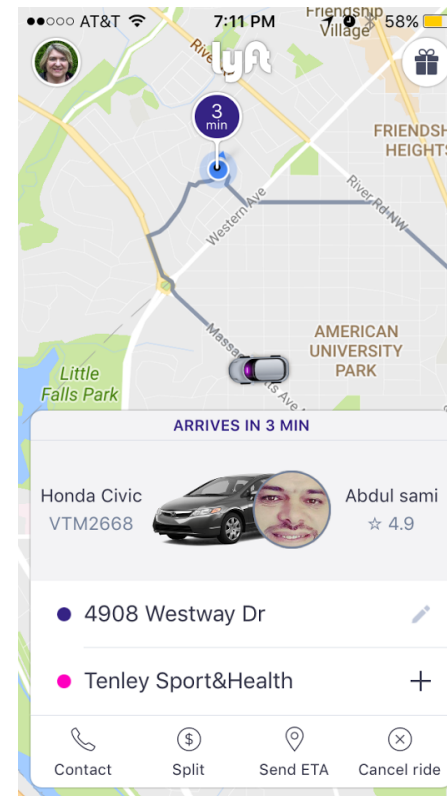
Request Confirmation

Uber



- Your ride will be assigned to a driver
- You get name and picture of driver, his/her "star rating", make, model and license plate of car.
- You get a projected arrival time.
- You get the option to contact the driver if needed (special instructions for pickup – I'm standing on the NW corner, etc.)
- You have the option to cancel the ride – do so within 5 minutes and you won't be charged.
- You will be notified when car has arrived.

Lyft



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- You get name and picture of driver, his/her "star rating", make, model and license plate of car.
- You get a projected arrival time.
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- You will be notified when car has arrived.
- ALSO –
 - You can split fare with a friend
 - You can send your ETA to a friend



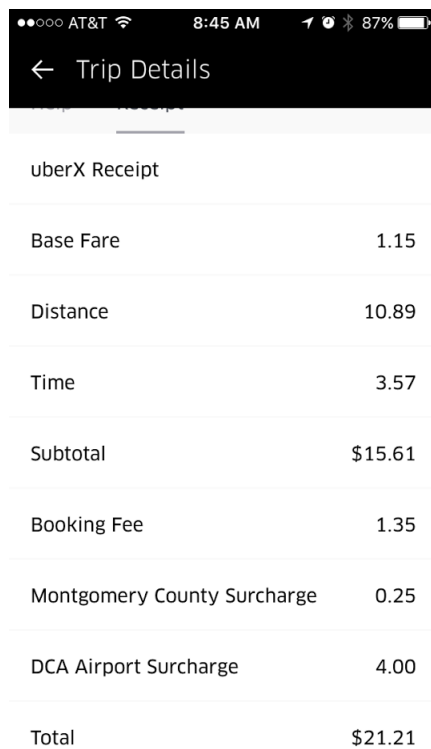
At your destination

- When you arrive, you just get out of the car and go.
- You will be prompted to rate your driver – give 5 stars when deserved.
- Lyft offers the option to add a tip to your fare via your credit card – it is nice to do this.
- You will get a receipt and will be able to see what you were charged.



Receipts

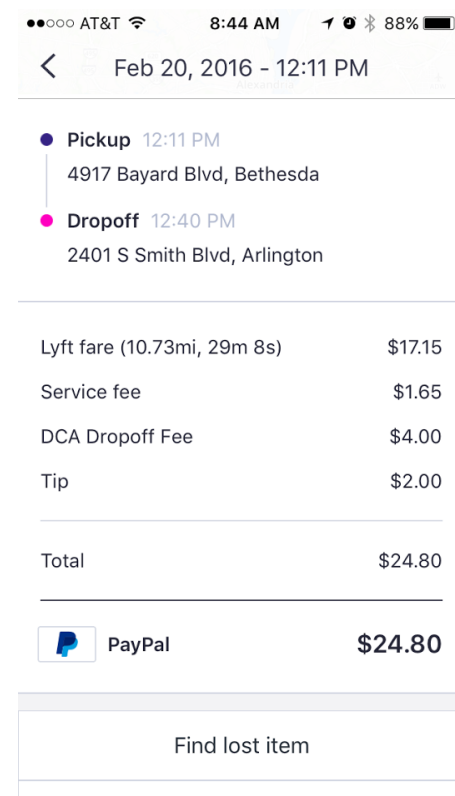
Uber

A screenshot of the Uber app showing trip details. The status bar at the top shows AT&T, 8:45 AM, and 87% battery. The title bar says "Trip Details". The receipt is for an uberX trip. The fare breakdown is as follows:

uberX Receipt	
Base Fare	1.15
Distance	10.89
Time	3.57
Subtotal	\$15.61
Booking Fee	1.35
Montgomery County Surcharge	0.25
DCA Airport Surcharge	4.00
Total	\$21.21

- Receipt will show your fare.
- Time and distance travelled.
- An option to report you left something behind in car (didn't display on this view)

Lyft

A screenshot of the Lyft app showing a receipt for a trip on Feb 20, 2016. The status bar shows AT&T, 8:44 AM, and 88% battery. The title bar shows the date and time. The pickup location is 4917 Bayard Blvd, Bethesda at 12:11 PM. The dropoff location is 2401 S Smith Blvd, Arlington at 12:40 PM. The fare breakdown is as follows:

Feb 20, 2016 - 12:11 PM	
Pickup 12:11 PM 4917 Bayard Blvd, Bethesda	
Dropoff 12:40 PM 2401 S Smith Blvd, Arlington	
Lyft fare (10.73mi, 29m 8s)	\$17.15
Service fee	\$1.65
DCA Dropoff Fee	\$4.00
Tip	\$2.00
Total	\$24.80
PayPal	\$24.80
Find lost item	

- Receipt will show your fare.
- Time and distance travelled.
- An option to report you left something behind in car (find lost item)



Tips and Tricks – Why to Use Both Apps

- Supply & Demand pricing – both Uber and Lyft raise prices when demand for rides is high and supply of drivers is low – most morning and evening rush hours – as well as large events or weather – cause this. Uber = Surge Pricing; Lyft = Prime Time
- Sometimes if you wait 15-20 minutes, price will go down. Most millennials compare price on both apps before requesting ride.
- Uber – more cars usually available in Bethesda so shorter wait time for pickup.
- Lyft – fewer people using app so you may get faster pickup at airports and Union Station or at end of the concert!