

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.
- ▶ There are fee-based services like "Go Go Grandparent" that will arrange a TNC ride for you. You just have to call (855) 464 - 6872 or visit gogograndparent.com.
- ▶ 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.



How to Request a Ride Without a Smartphone

Both Uber and Lyft allow you to hail a ride from a computer by replacing the "www" in their web address with an "m".

Example: "m.lyft.com" or "m.uber.com"

You must have a cellphone that is capable of getting texts and calls.

- ▶ 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!



Safe Mobility for Life Resource Center

Florida's Safe Mobility for Life Coalition develops many other resources to help aging road users stay safe and mobile. Please contact the resource center to request outreach materials:

Visit:

safemobilityfl.com/ResourceCenter.htm

Email:

contact@safemobilityfl.com

Call:

850-644-8426



TRANSPORTATION NETWORK COMPANIES

Tips on How to Use Transportation Options in Florida



SafeMobilityFL.com



SafeMobilityFL.com

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 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.

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?

Transportation Network Company

“Transportation network company’ or ‘TNC’ means an entity operating in this state pursuant to this section using a digital network to connect a rider to a TNC driver, who provides prearranged rides.”
- Section 627.748, Florida Statutes

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?

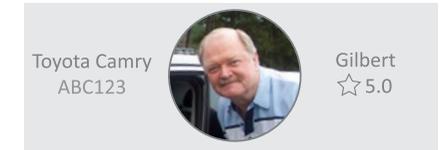


Ridesourcing

“Use of online platforms to connect passengers with drivers and automate reservations, payments, and customer feedback.”
- Federal Transit Administration

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.



- ▶ 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.