



TRANSPORTATION NETWORK COMPANIES

How to Use
Transportation Options
in Florida



[SafeMobilityFL.com](https://www.SafeMobilityFL.com)

Did You Know?

- > Some TNCs allow you to schedule your ride in advance or request a ride for another rider.
- > Many TNC smartphone applications have accessibility settings for riders who are blind or have low vision.
- > The total cost of your trip will be listed prior to requesting a driver. If the cost seems higher than normal, it could be caused by “surge pricing” which is used to encourage more drivers to a certain area with a high demand, either due to bad weather, rush hour, or special events.
- > There are services available to request a ride over the phone. Uber has a toll-free option at **1-833-USE-UBER**. There are also fee-based services like GoGoGrandparent which manage rides as well as providing other services, like grocery, meal, and prescription delivery. For availability and more information, call **1-855-GOGO-USA**.
- > Some areas offer additional services for passengers that need extra assistance to and from the vehicle or are in a wheelchair. Go online or use the app to learn how to use these services.



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.uber.com” or “m.lyft.com”

Keep in mind you must have a cellphone that is capable of getting texts and you may have to create an account prior to ordering your first ride.

- > Many TNCs also offer services for groceries, prescriptions, or meal delivery. Delivery rides will show up just like a passenger ride request, without you having to leave your location.
- > 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!

What is a Transportation Network Company?

Companies which provide on-demand transportation services to passengers through a smartphone app are called **Transportation Network Companies (TNCs)**. TNCs connect customers with drivers to automate reservations and payment. You may be familiar with other terms such as “Ridehailing” or “App Rides.” The most well-known examples are Uber and Lyft.

This brochure can help you determine if using a TNC is an option for you to get around in your community, along with some tips to make you more confident on your first trip.

Who is a TNC Driver?

TNCs contract private drivers to use their personal 4-door vehicle 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.



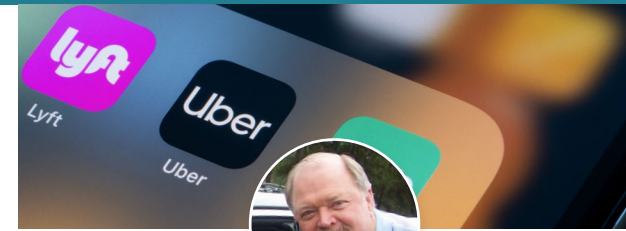
Things to Consider When Selecting a TNC

The answers to these questions can be found on the company’s website, usually under the FAQ or Customer Service sections.

- Q: Does their website include information such as insurance coverage, safety policies, background check procedures, cancellation policies, etc.?
- Q: Are there restrictions in the hours or locations? Can I schedule my trip in advance?
- Q: What is the cost and how do I pay?
- Q: How do I make a reservation? Do I need a smartphone or computer? Do I need to pre-register with the service?
- Q: 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?

How Do I Find My Options?

If you are unsure of what transportation options are available in your community, visit FindaRideFlorida.org to find a list of providers in your area.



Buddy
Toyota Prius - ABC123
2,009 Trips 5.0 ★ Rating 4 Years

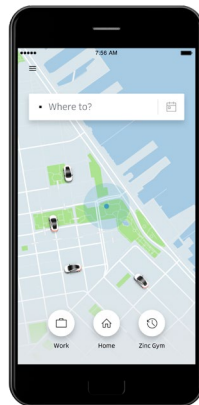
Getting Ready to Ride

Once a driver has accepted your request, you will have the opportunity to contact the driver via call or text. Questions to ask include:

- Q: How many bags can I bring along with me, and can your help me with them?
- Q: Can you provide special assistance to people with physical or health needs?
- Q: Am I allowed to bring a pet?
(see Section 627.748, Florida Statutes)

Staying Safe While Riding

1. Request your ride at a safe location, such as from inside your home, a coffee shop, grocery store, etc.
2. Make sure the driver photo, make and model of the vehicle, and license plate number matches their profile before getting into the car. This information is shared with you before you are picked up.
3. Sit in the backseat unless you are sharing a ride with friends or family. This allows you to safely exit on either side of the car.
4. **Remember to always buckle up!**
5. Stay awake and alert to make sure that you are taken to the correct location.
6. Consider asking a friend, family member, or caregiver to ride with you for your first trip.
7. It’s always good practice to share your trip details with someone in advance, like a neighbor, friend or family member.



“A TNC driver shall comply with all applicable laws relating to accommodation of service animals. A TNC may not impose additional charges for providing services to a person who has a physical disability because of the person’s disability.” – Section 627.748, Florida Statutes

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:

833-930-2952



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