

Uber and Lyft for New Riders Bloomington Public Library

Uber and Lyft are modern transportation apps for trips, appointments, and grocery shopping. These apps offer a more flexible alternative to traditional taxicab services. Uber and Lyft Drivers have to follow the same rules and regulations as taxicab drivers: they must be 25 or older, pass background checks and vehicle inspections, and maintain an in-state driver's license, insurance, and proof of residency.

Creating an account

All you need is an email address and phone number to get started. You can request a ride from your internet browser or from the Uber app directly. To download the app, go to the App Store or Google Play Store and search "Uber" or "Lyft" to find the app. The initial setup will walk you through adding a payment method and verifying any password or account recovery options you would like to use.

Differences between Uber and Lyft

- Uber tends to have better pricing in a most states while Lyft is more affordable in coastal states.
- Uber is globally available. Lyft is only available in the United States and Canada.
- Uber Eats integrates food delivery. Lyft does not offer a matching service directly.
- Uber offers more accessibility/assistance-friendly ride options.

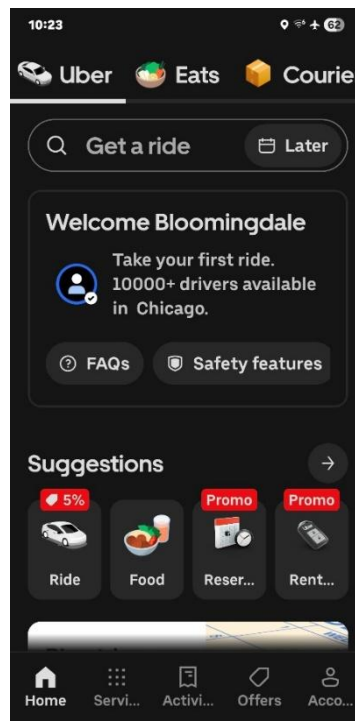
Getting Started

Once you sign up, you will go to the homepage. **Uber** has five menu buttons: *Home, Services, Activity, Offers,* and *Account*. **Lyft** has three menu buttons: *Home, Trips,* and *Account*.

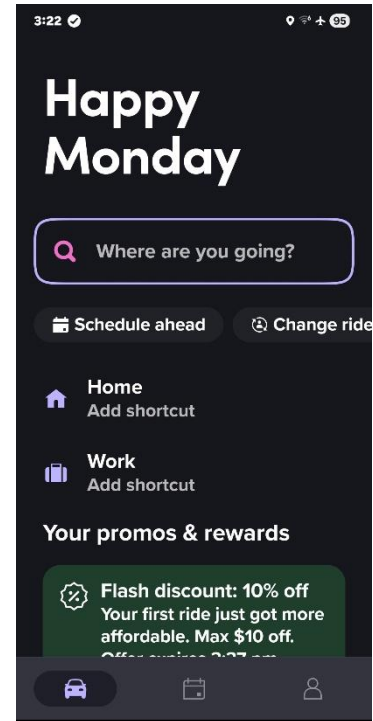
Getting a Ride

At the top of the app will be a search bar that says **Get a ride** or **Where are you going?** This is where you will plan your ride. The next screen will let you select your destination and departure time. Once a location is chosen, the app will generate a list of available vehicles. Vehicle class, trip price, and estimated trip time are listed for all fares with short descriptions about what each choice offers.

You can add up to 2 extra stops before or during your trip. Tap + next to the **Where to?** destination box to enter new addresses. Pricing is based on the estimated trip time, distance from origin to destination, time of day, route, and demand patterns. It also includes tolls, taxes, other fees, and surcharges.



Home - Uber



Home - Lyft

Uber and Lyft for New Riders Bloomingdale Public Library

After selecting your fare choice, you will select your payment method and drivers will be notified of your ride request. Once a driver selects you, the app will display their **vehicle model, license plate, and profile picture**. A live map will show you the driver's location and when they arrive, you will confirm it is the correct vehicle/driver.

Never get in a vehicle that does not match the app description!

Once you are in the vehicle, your driver will take you to your destination. After the trip is completed and you have exited the vehicle, the app will ask you to rate your experience/driver. The driver will have the same option once the ride is complete. You can also leave a tip for the driver at this point if you would like. Drivers can see general star ratings of riders before accepting fares, so they may avoid a rider with a low rating. Drivers with verifiably low ratings will be suspended or removed from the system.

Trip Scheduling

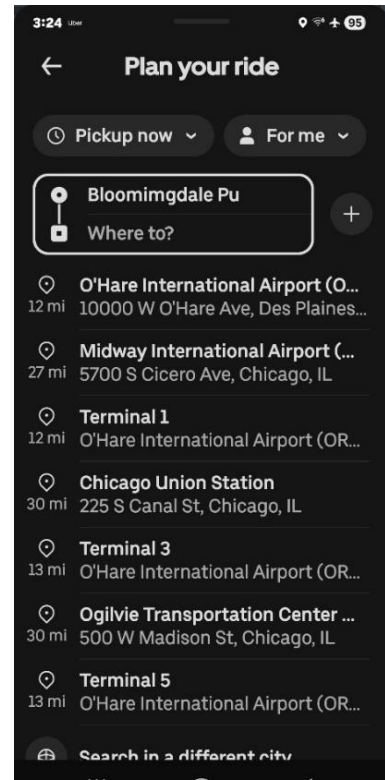
You can schedule a trip up to 30 days in advance. Open the app and tap on the **Later** icon next to the **Get a Ride** search box. You can select the destination and ride type from here. You can reschedule or cancel up to 15 minutes before your ride.

Share Your Trip Location

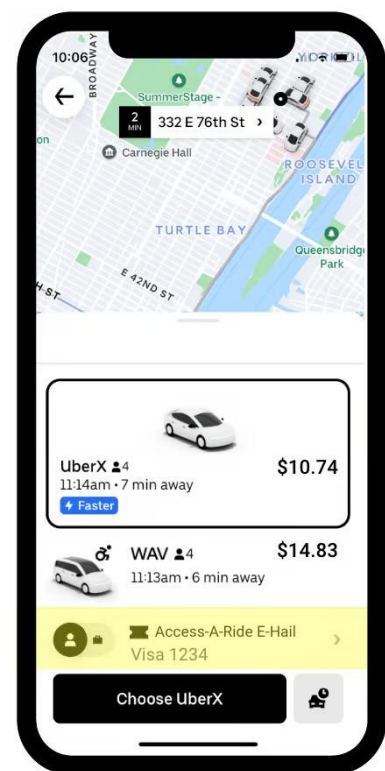
Getting in cars with strangers can be scary. With the **Share Your Trip** option, before or during a trip, simply swipe up and you will see a **Send Status** option in Uber. You can do this in Lyft by clicking the **Safety Tools** button and selecting **Share Ride Details**. This will create a notification with your driver's name, vehicle name and location that you can share with friends and family via messaging apps. You can also select up to five **Trusted Contacts** who will immediately receive your trip data whenever you use the Send Status function. This is especially helpful if you are getting an Uber set up for a child or senior family member who is not as tech-savvy.

Dynamic Pricing

Bad weather, rush hour, special events, etc. may cause unusually large numbers of people to want to ride Uber/Lyft all at the same time. When rider demand is high, prices will adjust. **Price Surge** or **Prime Time** is the term for these times. The app will let riders know when they are in a higher price time. You will have the option to accept this higher price rate or wait until things slow down in the area.



Trips - Uber



Vehicle class - Uber

Splitting the fare

You can divide the fare amount with up to three people directly in the Uber app. Each rider must have their own Uber accounts. Swipe up during the trip, tap your selected payment method, then choose **Split Fare**. You can enter the names of your friends and they will receive a notification to accept the fare split before the ride is over. This can be done in Lyft if you link your **Venmo** account and then split the payment through Venmo with the other riders. Lyft also has **Lyft Family** where multiple accounts share one payment method.

Riding with Pets

In accordance with state and federal laws, as well as both company's policies, service animals are permitted to accompany riders at all times. If you are traveling with a pet that is not a service animal, drivers may choose whether to allow the pet in their vehicle. Uber and Lyft also have Pet driving options where you are permitted to bring one small animal for an additional fee. Unless you have a service animal, pets are not allowed on UberX Share rides.

Some drivers may keep a blanket in the trunk of their vehicle. Please help drivers keep vehicles clean for all riders by bringing a carrier or blanket to reduce the risk of damage or mess from a pet.

Who Can Book Rides for You?

Three groups can request rides for you: Friends & Family, Uber for Business, and Public Transit.

- **If you do not have an Uber account**, you will receive a text message or automated call with instructions for your trip along with your driver and vehicle information.
- **If you do have an Uber account**, you will receive an app notification with the driver's details, the vehicle's details, and real-time tracking for your ride.
- Public transit organizations can book a shuttle, UberX, or Uber Pool for you. The Uber app provides real-time transit information.

How Can I Book Rides for Others?

You can use your app to request a ride for someone else. When you are setting up a destination, tap the **For Me** button at the top of the screen. Select **Add a Rider** and enter your friend's contact details: Either select their contact information from the contact picker or type in their mobile number. Enter their pickup and destination. Select the vehicle class and press **Request**.

Once the trip is accepted, your friend will get text messages from Uber/Lyft with details such as the driver's ETA, the driver's name, license plate number, and vehicle make and model. Your friend does not need to have the Uber app to use this feature. If they do have the app, they will receive notifications.

It is not possible to request more than one ride at a time. When you request a ride for a friend, you will need to wait until that trip ends before requesting a new ride for yourself or anyone else.

Family Organizer Option

You can invite an older adult to join your Family profile. Simply go to Account > Family > Add Member. You can book and pay for rides on their behalf and help manage their Saved places. You have access to safety features like live trip-tracking and the ability to contact the driver, making it easier to help

Uber and Lyft for New Riders
Bloomington Public Library

coordinate their pickup or drop-off details. If a senior account joins your profile, the user will automatically be set up in Simple Mode.

Uber Senior Accounts

A **Family Organizer** can invite you to their **Family Profile** and select the **Senior** option. An Uber senior account offers a simpler, more accessible ride experience for older adults. Uber for seniors **Simple Mode** makes it easier for older adults to book rides independently while giving family members peace of mind.

- This streamlined app mode has larger text and buttons for easier app navigation.
- A simplified booking flow focuses on clarity and confidence.
- Ability to use health benefit cards to pay for eligible medical trips.
- Access to Family profiles where Family organizers can book, manage, and pay for rides on the older adult's behalf.

Note: Senior accounts require a smartphone.

How to activate or deactivate Uber Simple mode

You can switch between Simple and Standard mode at any time. If you want to activate **Simple Mode**, go to the Account tab located in the bottom right corner of the app. Select **Settings > Accessibility**. Select Simple mode and click the toggle to turn it on or off.

Adding Health Benefit Card to Uber

If you have a senior account, you can add your health benefit card through the Account > Wallet section of the app. Once added, eligible trips will automatically use the health card as the payment method when applicable. Please contact your healthcare plan's customer service number on the back of your health insurance card for coverage details.

At this time, Lyft does not have a direct health benefits payment method option. Speak with your healthcare provider to see what partnerships or discounted rides they can offer.

Uber without a Smartphone

If a rider does not have access to a smartphone, they can still request a ride on-demand or in advance by calling **1-833-USE-UBER** (1-833-873-8237). Lyft does not provide this type of option.

Note: Calls can only be made daily between 3:00 AM and 9:00 PM Central Standard Time (CST).

Lyft Silver

Lyft Silver is a similar service to Uber's Senior Profile. They also have a live support team available from 7 AM - 8PM CST to help riders over the phone. To speak to an agent tap **Get Help** in the top right corner of your Lyft app, type your phone number and tap **Call me**.

To activate Lyft Silver, select **You** in the bottom right corner of the Lyft app and then press **Lyft Silver**. You can turn it off at any time.