Find a Ride with Transportation Apps

‘Ridesharing’ or ‘ridesourcing’ popularity has risen over the past few years. Using your smartphone to locate taxis and public transportation from any location has never been easier. This workshop will review how to access and use ridesharing and public transportation apps.

Ridesharing (Taxis):

Uber is a technology company operating in 570 cities worldwide. It develops, markets and operates the Uber car transportation and food delivery mobile apps. Uber drivers use their own cars, although drivers can rent a car to drive with Uber. Follow the instructions below to get started using Uber.

• **Signing Up For Uber:**
  
  o Sign up and create an Uber account at uber.com or through the free mobile app on your smartphone. Click the Ride with Uber — Sign Up. You will be asked to create an account. **You need a valid credit card or PayPal account to use the Uber service.**

  ![](image)

  o **Enter your first and last name.** Your first name will be provided to drivers when they head to pick you up so that they can confirm they have the right person. Your last name will remain private.
  
  o **Enter your phone number.** Drivers will use your phone number to contact you when they’re near your pickup location if they can’t find you. You’ll also be able to use your phone number to log into your account.
- **Type your email address.** You’ll need to enter a valid email address to create an account and receive Uber receipts.
- **Create a password.** You’ll be asked for this password when you sign into the Uber app later.
- **Add a promo code (if you have one).** You can use a promo code from a friend who is already an Uber user which will provide both of you with a credit around $20. If you cannot obtain a promo code from a friend, you can visit Uber’s site for a promo code.
- **Read the terms and conditions.** Make sure that you are OK with Uber’s terms and privacy policy before continuing on with the service.
- **Click the "Sign Up" button.** Your account will be created and you will be sent an email confirming the creation of the account. You’re ready to start using the Uber service.

- **Getting a Driver**

- **Tap the Uber app** on your phone and sign in.

- **Tap "Where to?"** and enter your destination. Tap the result in the search field.

- **Choose your vehicle type.** Different cities have different services available. You’ll usually be able to pick between uberX, XL, uberPOOL, Select, and accessibility options. Swipe left and right to view your available options, wait time for pickup, and the upfront pricing.
  - **uberPOOL** – This is a ridesharing service that allows you to share a ride with strangers for less cost. It is not available in all areas.
  - **uberX** – This sends an everyday car to your location with seating for up to four people. This is the most common service in most Uber operating areas.
  - **Select** – These are higherend everyday cars than the uberX service.
  - **Black** – This will send a high-end black town car to your location, with seating for up to 4 people.
  - **XL** – This will send a larger car to your location with seating for up to 6 people.
  - **SUV** – This sends a luxury SUV to your location with seating for up to 6 people.
  - **ASSIST** – This sends a car service to your location that’s designed to aid those with limited physical mobility to your location.
  - **WAV** – These cars are equipped with ramps and lifts in order to take wheelchairs on board.
- **Check the upfront pricing.** The price for each vehicle type will be displayed underneath it. This fare is based on current traffic and surge pricing. This is the exact fare you'll pay when you order the ride.
  - Upfront pricing is not available for all ride types. Other vehicles may only offer fare estimates.
  - Uber charges are based on a combination of time and distance. If the car is traveling under 11 mph, you will be charged by the minute, and if you are traveling over 11 mph, you will be charged by the mile. You will also have to pay a base rate, which varies by location. Fares are different in every city, so be sure to check the Uber website or use an online fare estimator. All cities have a minimum fare.

- **Tap "Request Uber" to order the ride.** You'll be asked to confirm your pickup location.

![REQUEST uberX](image)

- **Confirm your pickup location.** Uber will use your device's location to set your pickup location. You can drag the map to move the pin and set a different pickup location if you'd like. Tap "Confirm Pickup" to set your location and order the ride. You may be given a suggested pickup spot that will make it easier for your driver to find you.

![CONFIRM PICKUP](image)

- **Wait in front of your exact street address for your ride.** Do not go back in if your car is coming and do not walk to an alternate location as your driver will not know where you are and will lose valuable time (yours) searching for you. You will be given an estimation on how long your car will take to show up. If there was no car available, try again in a few minutes, as a driver may have dropped their passengers off and become available.
  - The Uber app will provide you with the phone number of your driver. You can use this contact the driver if you have any special considerations.
  - If you need to cancel your reservation, you will be charged a $5-$10 fee if you cancel after five minutes.
  - Average pickup times vary by city, time, and amount of business.

- **Pay through the Uber app.** All fare payments are handled automatically by the Uber service and your payment method on file. You can add a credit or debit card, link your PayPal account, use Android or Apple Pay, or use other regional options.
  - You do not need to tip Uber services, including UberX, but tips are appreciated. Note there is no tip included in your payment for any service other than Uber TAXI.
  - You can change the default tip for taxi service, which is set at 20%, on the Uber website. Log in and open the Billing section to change the default tip.
Rate your ride. You’ll be asked to rate your ride after you reach your destination. Be aware that a 4 star rating or lower will damage your driver and make fewer drivers available the next time you call. Uber only recognizes a 5 star rating as a positive one. Any number less than 5 may harm your driver’s service.

Tips:

- You can cancel your request by swiping up from the driver information and tapping “Cancel” or by texting “Cancel” to UBR-CAB (827-222). Cancel within 5 minutes of sending your request in order to avoid a cancellation fee of $10.
- Be aware that when you choose UberPool as your car, it will take longer to get to your destination because you will possibly be waiting for the driver to first pick up the other passengers, ride with others you probably don’t know, and CANNOT chose what order you are dropped off. Also, the driver isn’t paid as much, so it’s NOT the best option if you want the best service. You will lose control of your trip with UberPool. (From a driver).
- UberTAXI drivers do not work specifically for Uber, but pay a percentage to Uber so that they get listed.
- Your Uber fare includes a 20% tip when you take UberTAXI, a partnership between Uber and existing taxi services. But if you’re riding in an UberX, UberBlack, or UberSUV vehicle, there’s no way to include a tip for your driver.
- Uber currently operates in the cities listed on this page: [http://www.uber.com/cities](http://www.uber.com/cities)

Lyft is a taxi-replacement service that has sprung up recently in a growing field. Available in most major US cities, Lyft allows you to request a ride directly from your Android or iPhone. Since Lyft operates on a rating system, drivers are held to high standards, and passengers are as well. All payment is handled through the app as well; you’ll never need to open your wallet or purse.

- **Download and install the Lyft app** on your smartphone. Tap the “Sign Up” button. You’ll be taken to the account creation screen.

- **Enter your phone number.** If you’re using the app to sign up, your phone’s number will be displayed. You can change this to a different number if you’d like. The phone number must be a mobile phone and be
able to receive SMS messages. If you’re signing up through the website, you’ll need to enter your phone number. Make sure you enter an actual phone number, as you’ll need to verify it to create the account. You’ll need to check the box indicating that you agree to Lyft’s Terms of Service.

- **Enter the code that is texted to your phone.** You will be prompted to enter the four-digit code that is sent to your number via SMS. If you are using the number for the phone Lyft is installed on, the code will be entered automatically as soon as you receive the text. This will verify your number and activate your account.

- **Adding a payment method:**
  - Open the Lyft app and tap the menu button in the top left. Tap payment and this will display a list of payment method options, as well as any Lyft credit that you have.
  - **Tap a payment method to add it.** Depending on the device you are using, you will have several payment options to pick from. Tap the one that you want to add. You can add multiple payment methods to the same account.
    - Google Wallet/Apple Pay - These payment methods are only available on Android or iOS, respectively. You’ll be able to link your account and pay directly from your Google Wallet or Apple Pay account.
    - PayPal - If you have a PayPal account, you can link it to Lyft and process your payments through it.
    - Credit card - You can add a Visa, MasterCard, American Express or Discover credit card, or a debit card that is tied to a checking account. You can use your phone’s camera to quickly scan your card by tapping the camera button. You cannot use prepaid or virtual debit cards. You can add multiple cards to your account.
    - Lyft credit code - If you received Lyft credit as a gift, you can enter the code to activate your ride credit.

- **Requesting a ride**
  - **Use your finger to move the map underneath the pin.** The pin will be the location that you want the driver to pick you up at. Move the map using your finger to position the pin exactly where you want to meet your driver. You can tap the Location button to have the map center on your device’s current location.
    - You can also type in the exact address into the field beneath the map.
    - You’ll see the approximate time until pickup next to the address field.
Tap the "Lyft" slider at the top to see the current rates. Rates are different in every city, so you can see what your ride will be charged at by tapping either "Lyft" or "Lyft Plus" (whichever is selected) at the top of the screen.

Tap "Request Lyft" to request a car at your selected location. Once you are satisfied with the location of the pin, tap "Request Lyft" (or "Request Plus"). When you confirm that you want to request the ride, a driver will accept your request and head to the location.

Wait for your ride at the location you specified. Lyft will let you know how long you have until your driver arrives. Try to be at the location you specified when the driver pulls up.
- You can tap "Call Driver" if you need to give the driver specific instructions.
- You will be charged a $5 ($10 in New York and Boston) no-show fee if the driver is on time and has waited five minutes, and has attempted to call and/or text you.

Tell your driver your destination. You can tell your driver where you want to go, or you can enter the exact location into the Lyft app once the ride is underway. Some cities may add an additional surcharge for airport destinations.

Cancel a ride request. If you decide you don’t need a ride from Lyft, you can cancel your ride request. Depending on how long it was since you requested the ride, you may be charged a cancellation fee. Tap the ∨ in the upper-right corner and select "Cancel" to cancel your ride request.

Select your payment method. When you arrive at your destination, your driver will indicate that the ride is over and your Lyft app will switch to the Payment screen. You’ll have 24 hours to make your payment and rate your driver. If you wait longer than 24 hours, payment will be submitted automatically and no rating will be given.

Public Transportation:

**Citymapper**

The ultimate transit app for complex cities!
- A to B trip planning with ETA including all modes (subway, bus, rail, ferry, bike/car sharing, Uber).
- Real-time departures.
- Transit maps.
- Line status and real-time disruption alerts.
- Uber integration.
- Bike routing and live bike share info.
- Constant updates.

**MBTA Apps**

- [http://www mbta com rider tools apps/](http://www.mbta.com/rider-tools/apps/)
- There are quite a few apps to choose from based on your needs and specific device.