



Transportation
Resources,
Information,
Planning, and
Partnership for
Seniors

TRIPPS Tips for Riding with Uber/Lyft

TRIPPS volunteer and ride-sharing expert Jane has the following tips for older adults looking to start (or continue!) riding with Uber and/or Lyft.

1. If you are nervous about using a new app or just using your smartphone in general, practice using your phone on a regular basis like reading the latest news or looking at family photos.
2. Download both Uber and Lyft. You can do comparison shopping for which has the cheapest prices when you are looking to go.
3. It is easier for a driver to find you if you enter an actual address or name of business into the “current location area” of the app. Don’t just depend on your GPS location on the map (pin).
4. When entering your destination address, make sure the address is for the town or city you are traveling to (there are many Washington Streets out there).

5. While waiting, stand somewhere where you feel safe and the driver can safely pull over. Keep your phone on the app and in your hand so the driver can identify you.
6. Make sure the license plate number, and the name of the driver given to you on the app matches the one of the car you are getting into.
7. Familiarize yourself with the safety features of the app. You can even send a buddy or family member your ride to their phone for them to track your ride in real time.
8. You do not need to give the driver a tip in cash. The tip can be added after the ride in the app.
9. Double-check to make sure you have all your belongings when you leave the car. There is a way to retrieve lost belongings in the app but you cannot contact your driver again once you have exited the vehicle.
10. Advocate for yourself! If you need help with bags/packages or buckling your seatbelt or getting out of the car, you can ask the driver to help you.