

# Using Uber

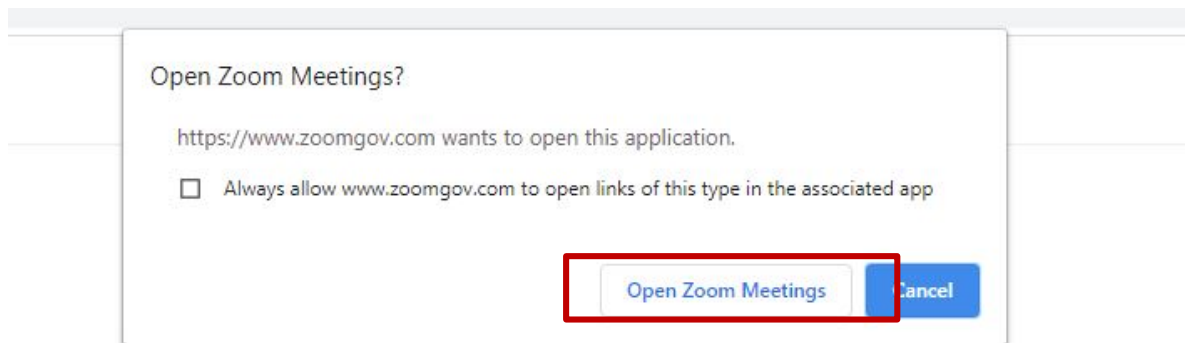


# Zoom Features & Housekeeping

Open Meeting in Zoom

Open Meeting in Browser

Call Into Meeting



Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below.

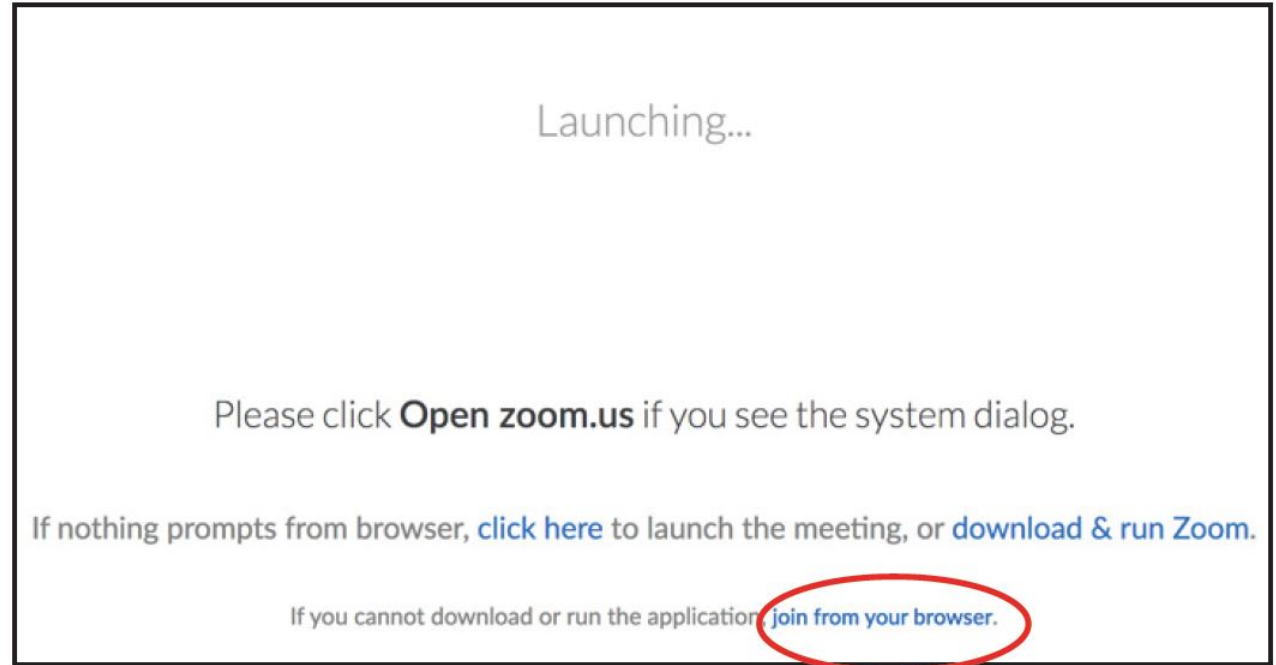
Launch Meeting

# Zoom Features & Housekeeping

Open Meeting in Zoom

Open Meeting in Browser

Call Into Meeting



# Zoom Features & Housekeeping

Open Meeting in Zoom

Open Meeting in Browser

Call Into Meeting

## Phone one-tap

Phone one-tap: US : [+16692545252](tel:+16692545252) or [+16468287666](tel:+16468287666)

## Join by Telephone

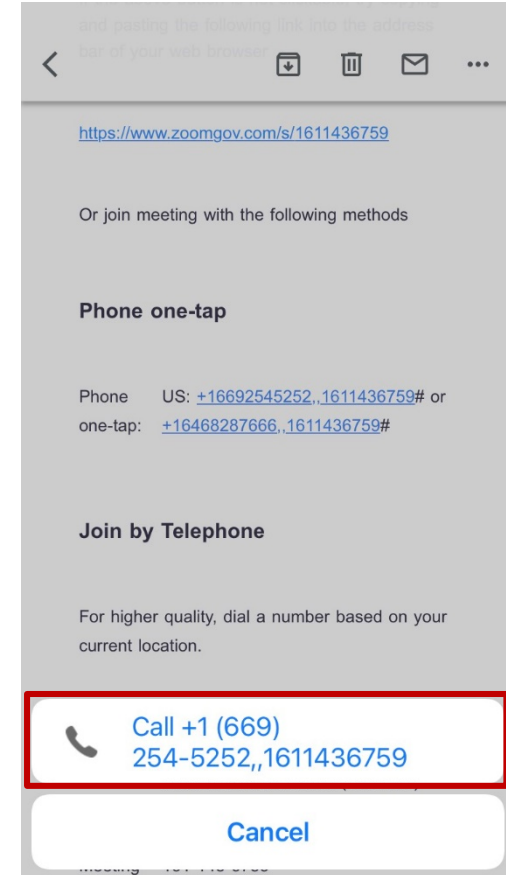
For higher quality, dial a number based on your current location.

Dial:

US : +1 669 254 5252 or +1 646 828 7666 or 833 568 8864 (Toll Free)

Meeting ID: 161 143 6759

International numbers



# Zoom Features & Housekeeping

Video Helps with Communication







Please Mute Unless Speaking

Type Comments in Chat Function

Meeting Participants

Recording Meeting

Participants (3)

AJ	Aidan Johan (Me)	 
MF	Mobility for All (Host)	 
AC	Ana Colon Quinones	 

Raise Hand yes no go slower go faster more

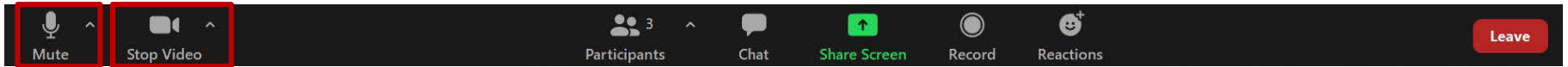
Invite Mute Me

Mute Stop Video Participants 3 Chat Share Screen Record Reactions Leave

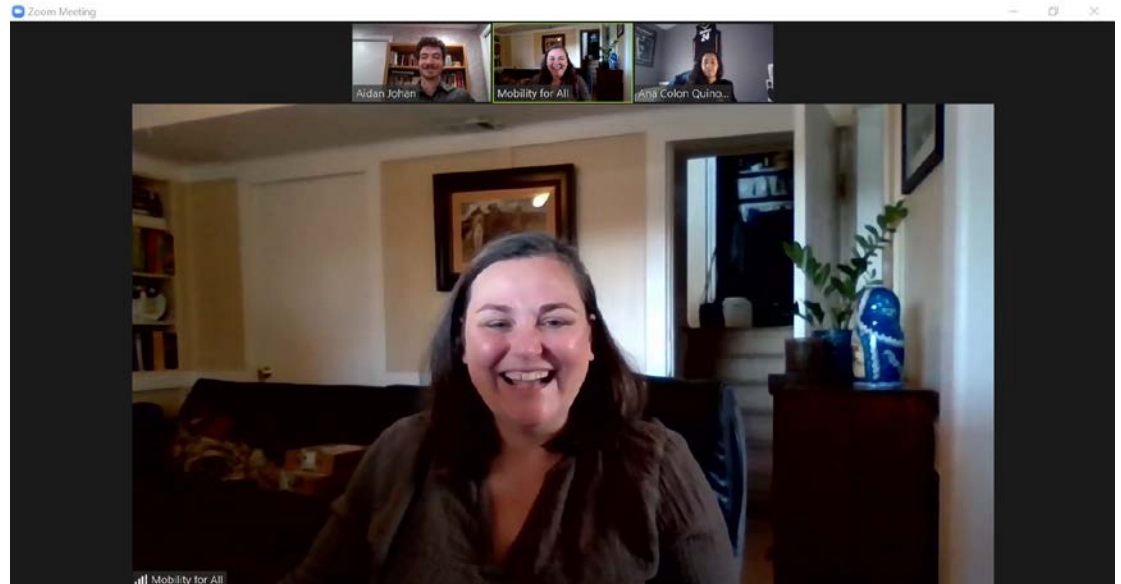
Aidan Johan Mobility for All Ana Colon Quino...

View

# INTRODUCTIONS



- Name
- City
- Have you Used Lyft?

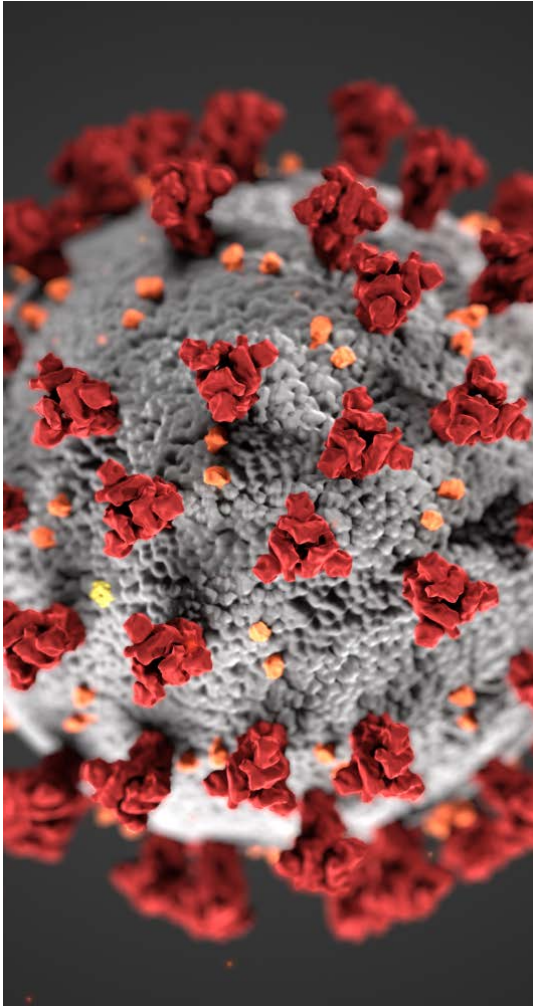




**Mobility for All**

**Promote Equitable, Affordable &  
Accessible Transportation Options for  
Limited Mobility Individuals**





# COVID-19 Pandemic

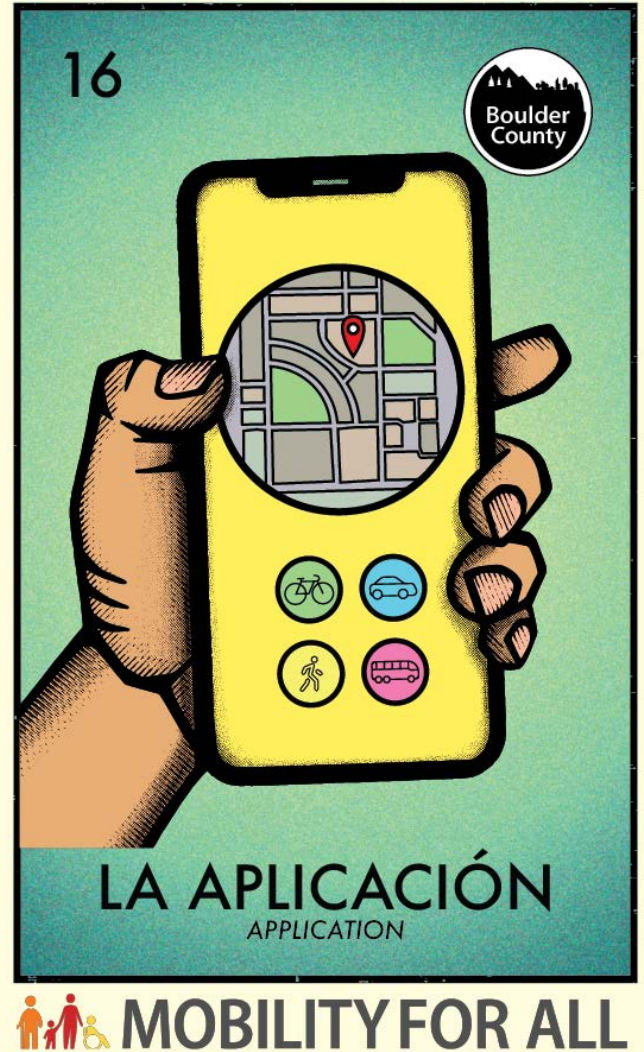
- Exposing Inequities
- Changing How People Travel
- Increase Cleaning and Disinfection
- Transforming Service Delivery





# M4A Workshop Series

- Technology & My Mobility
- Using Lyft
- **Using Uber**
- Accessing RTD Using Apps
- Google Maps



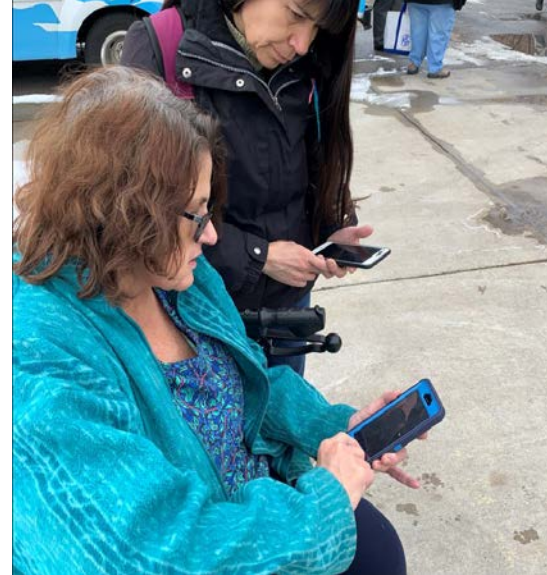


Uber

# Workshop Goals

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- Increase Confidence Using Uber
- Connect People with Ambassadors
- Receive \$50 Credits to Try Uber

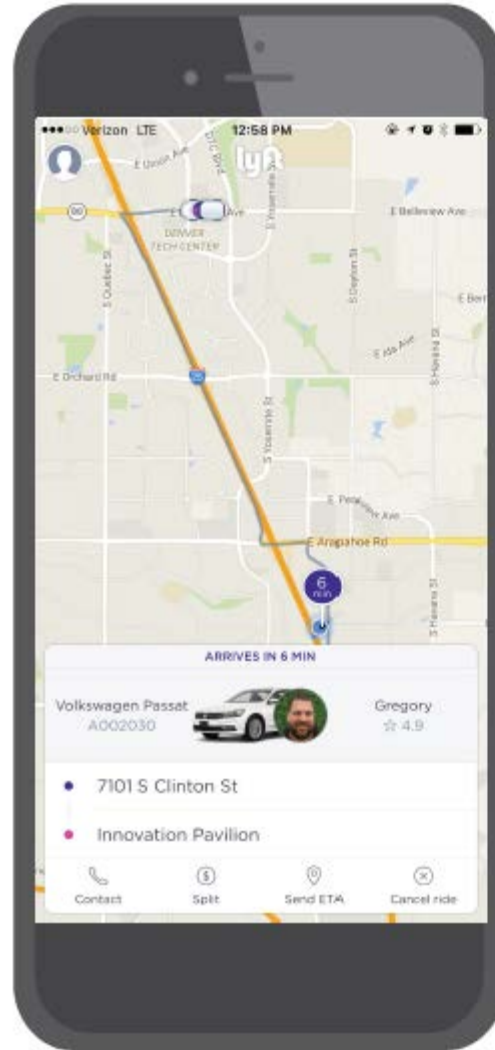




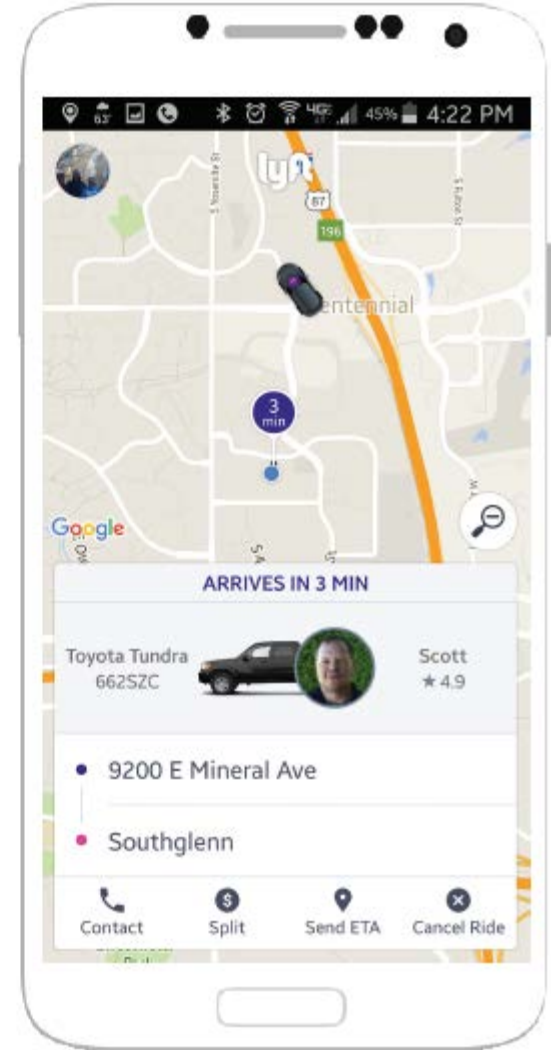
**M4A Ambassadors**

# Differences

- Smartphones
- Preferences



iPhone



Android



# Safety

- Apps are Not Perfect
- Cross the Street at a Crosswalk
- Emergency Contact Number



# Privacy

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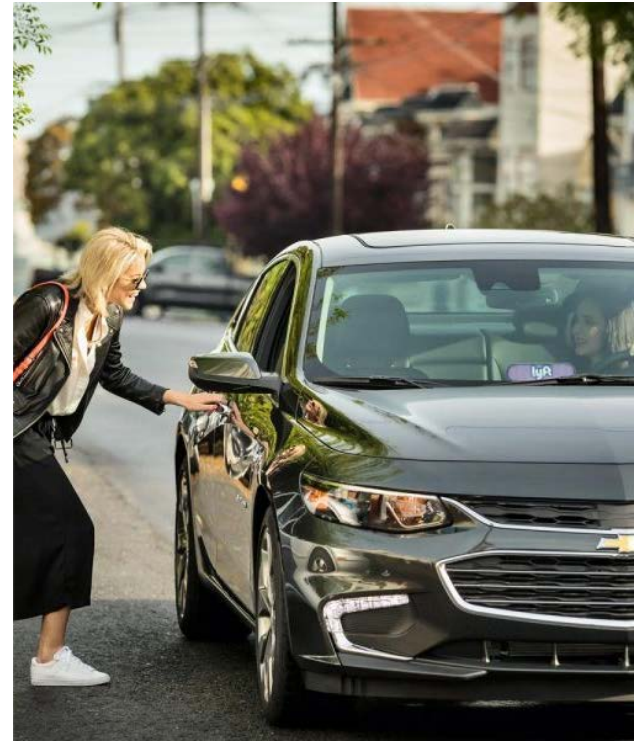
- Uber Collects, Uses, and Shares Data
  - Account: Name, Email, Phone
  - Usage During Trips
  - Financial Transactions
- More Information:
  - [Uber.com](https://www.uber.com)



# What is Ride Hailing?

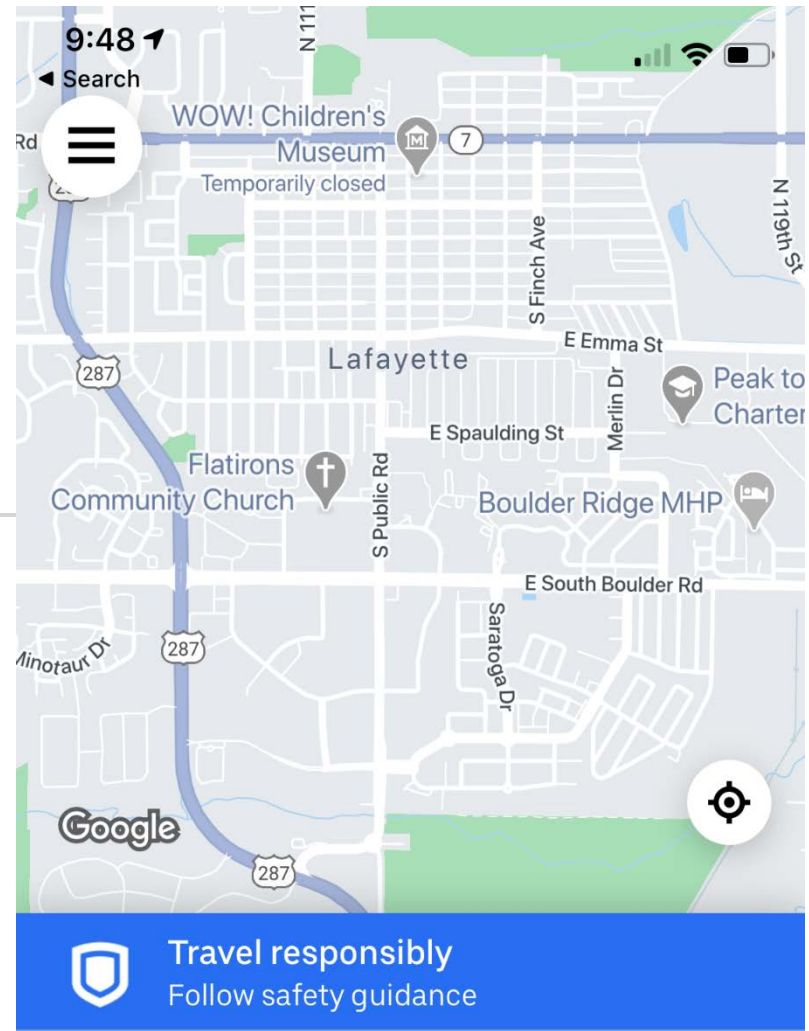
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- Similar to a taxi but run through an online application
- Uber & Lyft



# Uber Passengers During COVID

- Travel Responsibly Info



# Uber Passengers During COVID

- Stay Home if Symptomatic
- Wear Face Covering
- Keep Car and Hands Clean
- Back Seat
- Windows Open



## In this together

Starting today, all riders and drivers must wear a face cover or a mask when riding or driving with Uber. We're also asking you to only sit in the back seat, to leave more space between you and your driver.



## Expert-led advice

We're working with the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) to share educational tips. We're also partnering with Clorox in the US to follow best practices for cleaning and disinfecting frequently touched surfaces.



## Ready to Ride Safety Checklist

Every time you ride, you must confirm that you've taken specific safety steps, including wearing a face cover or a mask and cleaning your hands. Drivers are also required to complete a similar checklist.



## Face Cover Check for drivers

We're adding new Face Cover Check technology to help confirm that drivers are wearing a face cover or a mask before they can start driving.

You'll receive a notification in the app that the driver has passed the verification process. You can both cancel the ride for any reason, including if the other person isn't wearing a face cover or a mask.



## Ride Safety Feedback

Asking you to rate your ride isn't new, but you'll now be able to leave feedback on health and cleanliness issues, such as a driver not wearing a face cover or a mask. This helps us improve and holds everyone accountable.

# Uber Drivers During COVID


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- All drivers will wear masks and need to confirm that their passengers do as well
- Drivers must confirm that passengers are wearing a mask and have sanitized their hands before riding


# Materials

- Presentation
- Handouts (emailed)
- Trip Planning Worksheet

 **SENIOR PLANET**  
*Aging with Attitude*





**Using Uber**




Uber is one of most recognizable ride sharing companies. Uber was founded in 2009 in San Francisco with a stated goal of reducing the cost of direct transportation. It's currently available in 700 cities worldwide. As with all ride sharing apps, you don't need cash since everything is paid through the Uber app, via PayPal, Apple Pay, Google Pay, or credit card. Uber drivers are independent contractors who must pass a background check.

**Get Started with Uber**

1

 Tap on the App Store  or the Google Play Store  and then type **Uber** in the search bar.





## WORKSHOPS: USING APPS ON YOUR SMARTPHONE

Please note, for all sessions, please bring your smartphone and your Apple ID or Google Play Store password so that you can download the app.

# Trip Planner



### Google Maps

Learn to download and use Google Maps to get directions using your preferred transportation method, be it foot, car, bicycle, public transportation, or ride-sharing service.



### Transit App

You'll learn to download and use the app to get bus schedules and quickly and easily compare transportation choices, including public transit, bikeshare, carshare, and even electric scooter.



### RTD's Mobile Ticketing

Learn how to download and use RTD's convenient mobile ticketing app to purchase bus and transit tickets while you're on the go.



### Ridesharing App

Learn to download the app, book a ride, pay with your credit card through the app, and understand important ride-sharing safety tips.



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Learn to download the app, book a ride, pay with your credit card through the app, and understand important ride-sharing safety tips.

## ADDITIONAL TRANSPORTATION AND TRIP PLANNING RESOURCES

### RTD Trip Planner and Next Ride system

303-299-6000, [www.rtd-denver.com/app/plan/trip](http://www.rtd-denver.com/app/plan/trip)

### RTD Access-a-Ride

303-299-2960, [www.rtd-denver.com/accessARide](http://www.rtd-denver.com/accessARide)

### Via Mobility Services

303-444-3043, [viacolorado.org](http://viacolorado.org)

### zTrip

303-699-8747, [www.ztrip.com](http://www.ztrip.com)

### GoGoGrandparent

855-464-6872, [gogograndparent.com](http://gogograndparent.com)

### DRMAC

303-243-3113,  
[www.drmac-co.org/getting-there-guide](http://www.drmac-co.org/getting-there-guide)

### Area Agency on Aging Resource Line

303-441-1617

### Faith in Action Volunteer Driver

303-666-9312, [jdaviesfia@aol.com](mailto:jdaviesfia@aol.com)

### Medicaid IntelliRide (formerly VEYO)

303-398-2155

EMERGENCY CONTACT PHONE NUMBER:



# Trip Planner



## TRANSPORTATION PLANNING WORKSHEET

### SO MANY WAYS TO GET AROUND:

One mode of transportation does not fit all needs. By integrating various modes; transportation becomes flexible & provides diverse options for diverse needs: Social, Economic, Affordability, Independence, Quality of Life and Health.





DATE TIME	STARTING ADDRESS	WHERE DO I GO? Examples: store, doctor, pharmacy, etc.	HOW DO I GET THERE? Examples: friend, bus, Lyft/Uber, etc.	CO\$T	NOTES

Questions, email [MobilityForAll@BoulderCounty.org](mailto:MobilityForAll@BoulderCounty.org), or call 720.564.2218

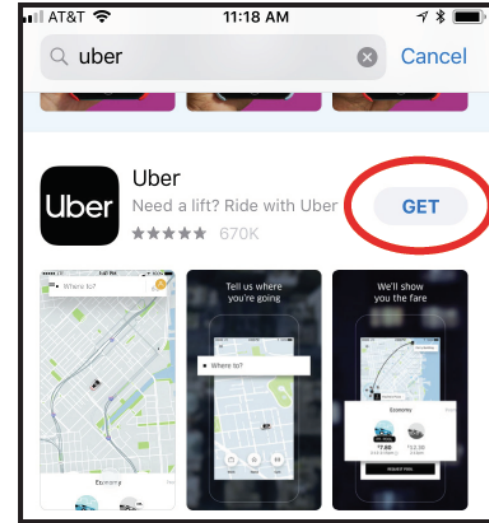
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## Get Started with Uber

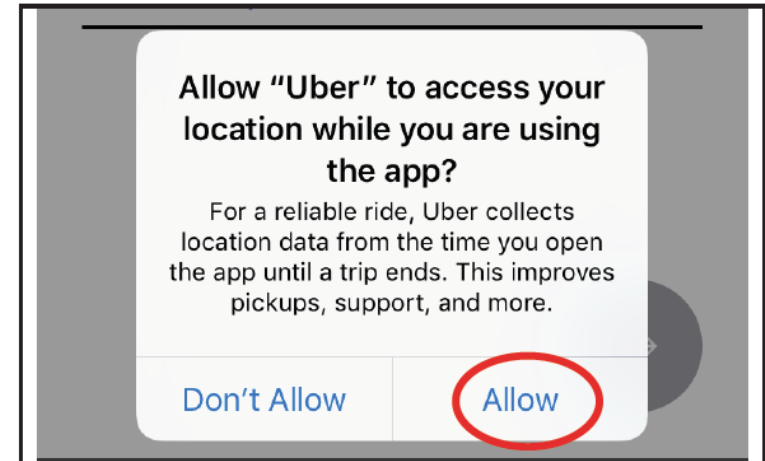
- 1 Tap on the App Store  or the Google Play Store  and then type **Uber** in the search bar.



- 2 Tap **Get** to download the app.  
After Uber downloads, tap **Open**.



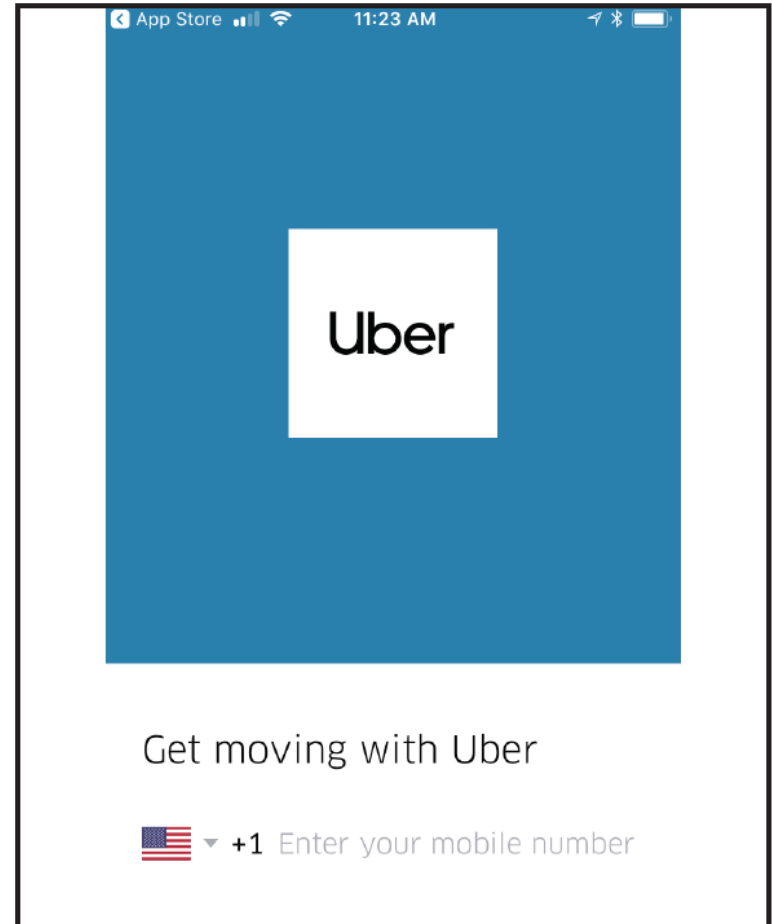
- 3 Uber will ask to access your location. Tap **Allow** to grant permission.



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4

Next, enter your cell phone number.



- 
- 5 Uber will send you a text with a four-digit code. This is to verify that the number is yours. Return to your home screen and then tap the **Messages** icon to open your texts.

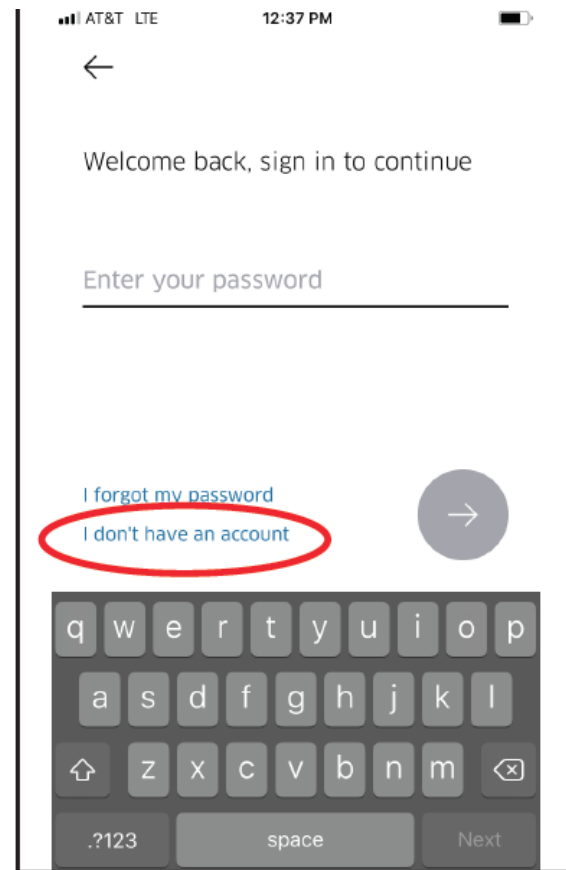


Write down your code here: \_\_\_\_\_

- 6 Now open the Uber app again, and type the code you wrote above.

7 Uber will ask you to sign in to continue. Tap **I don't have an account** at the bottom to create your own account. Enter your email address and a password.

Then, enter your first name and last name.



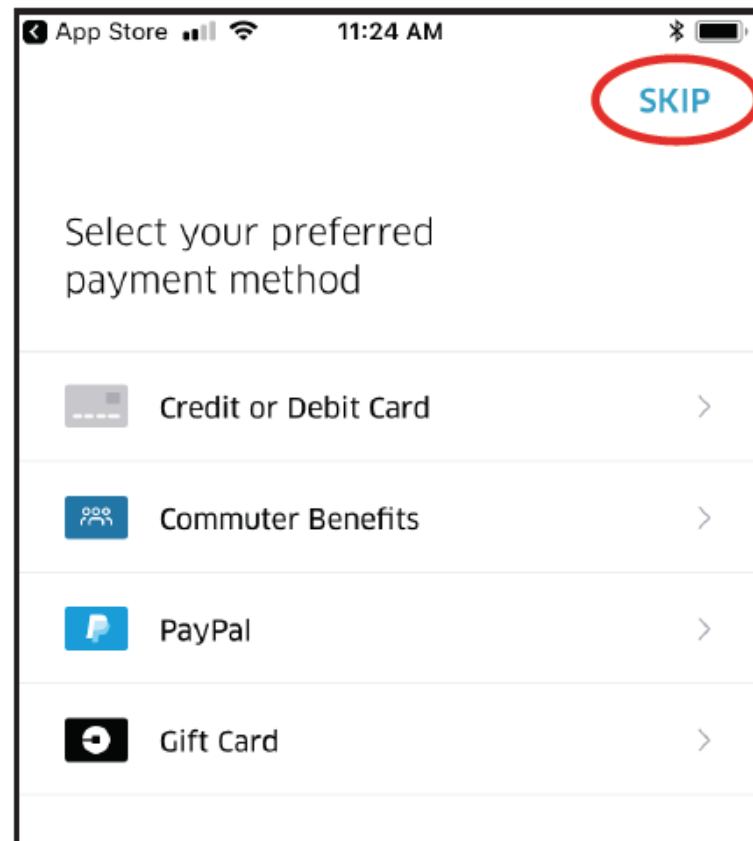
8 Tap the black arrow to agree to Uber's Terms of Use and Privacy Policy.





9

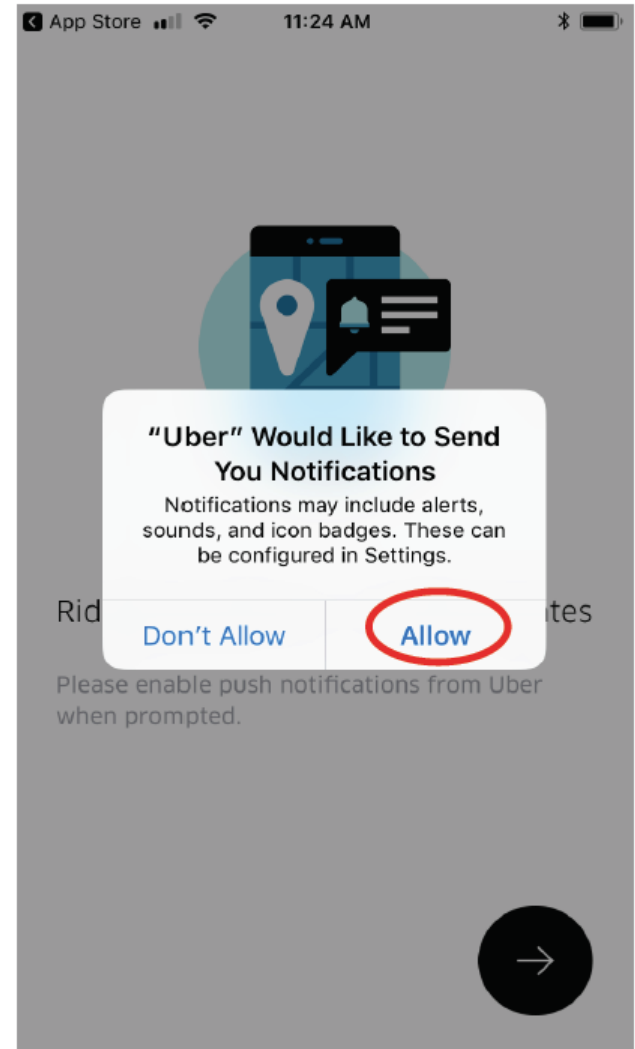
You can select your preferred payment method now, or tap **Skip** and choose it later.



10

Next, you'll see a message about notifications. Tap **Allow** to be notified when you receive alerts from Uber.

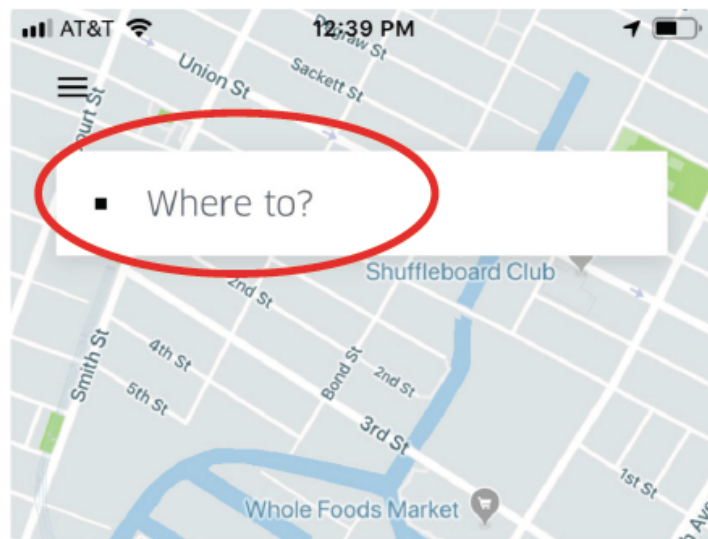
You can change notifications at any time by going to your phone's **Settings**.



## Book a Ride

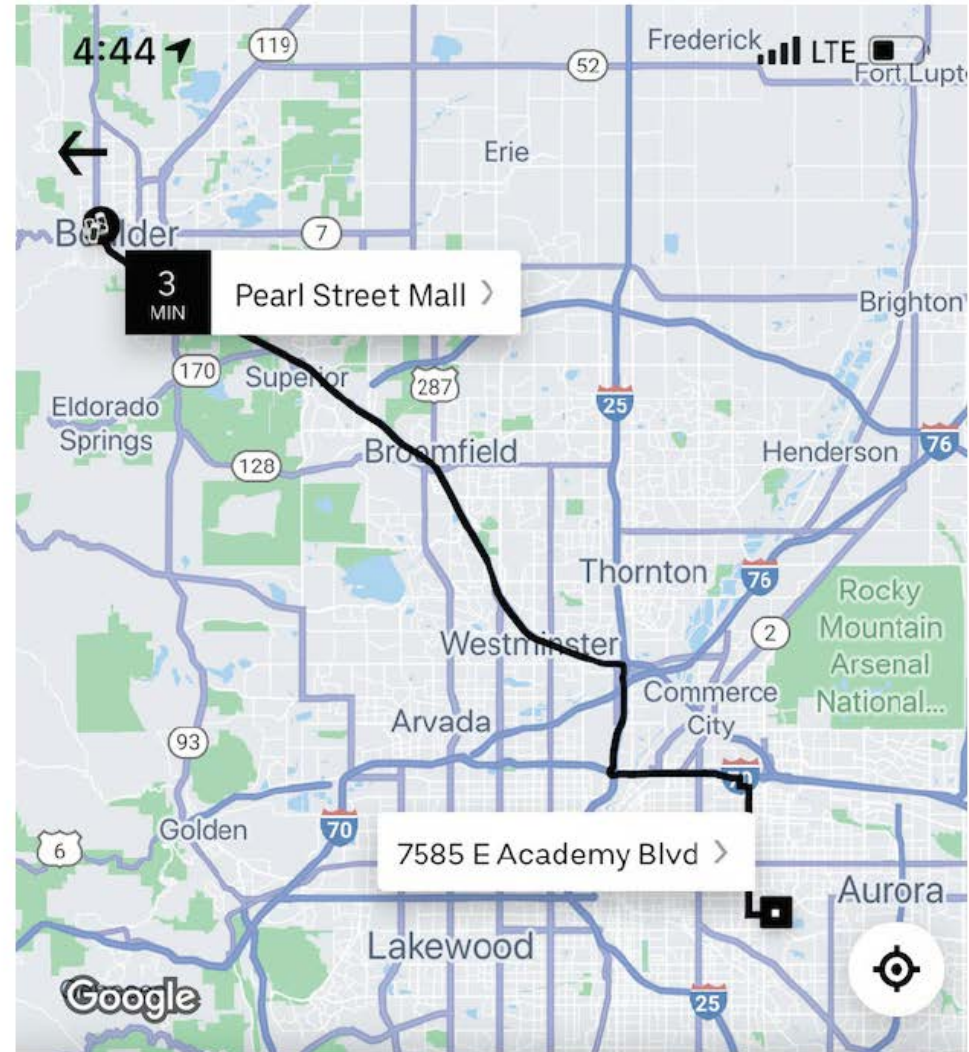
Uber will show a map of your city. Your location is shown with a blue dot.

- 1 Tap the **Where to** bar on the map. Then, type your destination address. You don't need to enter your current location because Uber tracks it via GPS.



2

Uber will show its suggested route and the estimated time for your pick up.



4

At the bottom of the app you can also see the closest drivers in your area and the ride price for each.

- The **Pool** option means the driver will pick up another passenger.
- **UberX** is a private ride for a total of 4 passengers. It costs a little more and will get you to your destination a little faster.
- Uber also offers **Uber XL**: bigger cars that can fit up to 6 people.
- There are also options with car seats for children and cars with wheelchair-accessible ride (**WAV**).
- Continue to scroll to see **Premium** options, which are more expensive.



Choose a ride, or swipe up for more



**Comfort**  
5:51pm

**\$65.68**



**UberX 4**  
5:51pm dropoff

**\$42.57**



**Pool**  
5:53-6:07pm

**\$33.13**



Confirm UberX



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5

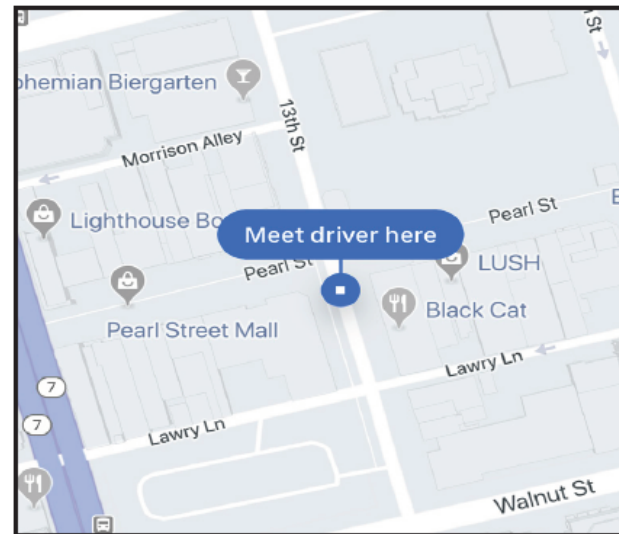
Tap **Meet driver here** to confirm your pickup location.  
Confirm your pickup spot.

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6

The Uber app displays information about the driver and their car, such as:


- **Driver's name**
- **Make and model of car**
- **Driver's rating**
- **License plate**
- **Contact icon.** Allows you to call driver directly.




- **Platinum drivers** are Uber's experienced drivers with very good ratings.
- The Uber app allows you to write a pickup note in case you want to give the driver more information about your pickup location.


## All drivers are screened

All driver-partners are screened before their first trip and on an ongoing basis.





4.96 ★





**CES548**

Silver Nissan Rogue

Daniel • 1,195 trips

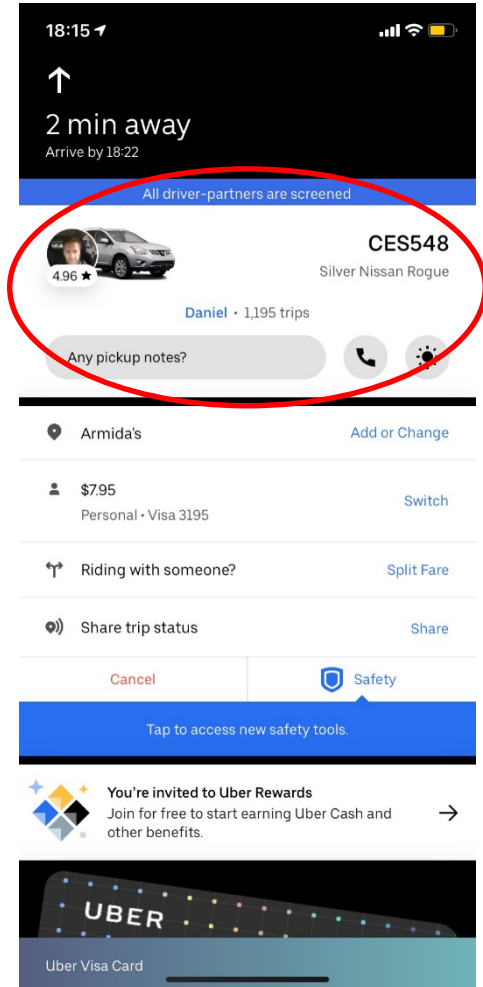
Any pickup notes?





# Waiting for your Ride

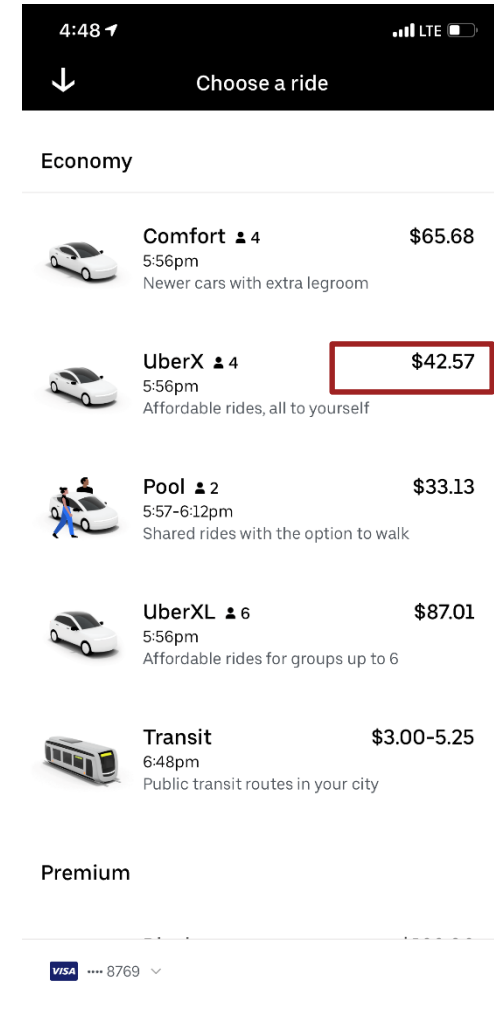
- Meet your Uber outside the main entrance
- Look for cars with the logo sticker
- Driver will confirm **YOUR** name





# Cost

- Prescheduled rides have a guaranteed cost!
- You can preschedule rides up to 30 days in advance of your trip!



## Schedule a Ride

Uber allows you to schedule a ride by setting a pickup time and a location  
Pickup Time.

### Schedule a Ride

Tue, Oct 8

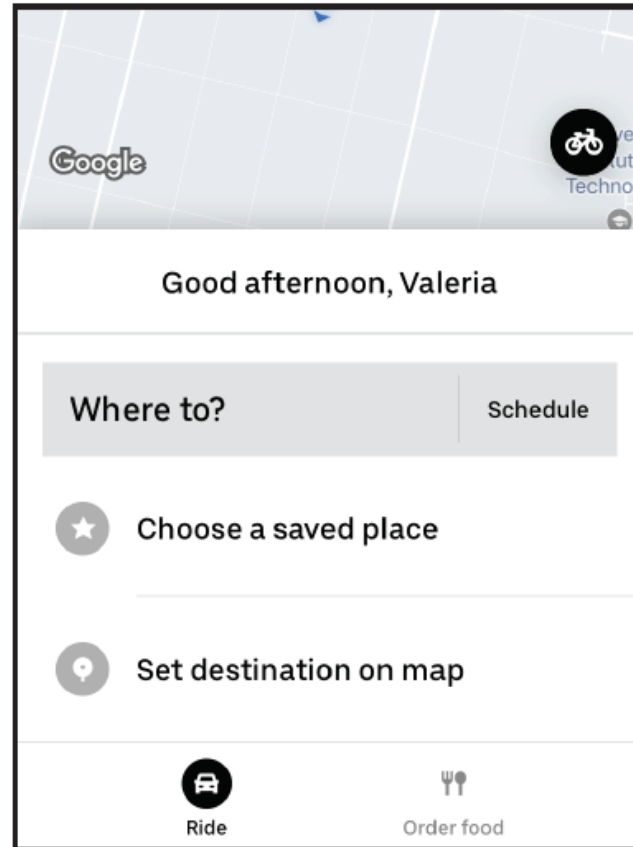
12:35 PM - 12:45 PM

Sat Oct 5	9	20	
Sun Oct 6	10	25	
Mon Oct 7	11	30	AM
<b>Tue Oct 8</b>	<b>12</b>	<b>35</b>	<b>PM</b>
Wed Oct 9	1	40	
Thu Oct 10	2	45	
Fri Oct 11	3	50	

Cancel

Continue

You can also save your favorite locations in the Uber app, such as home or work:



## Safety Tips

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Follow these basic safety tips when using Uber or any ride sharing service:

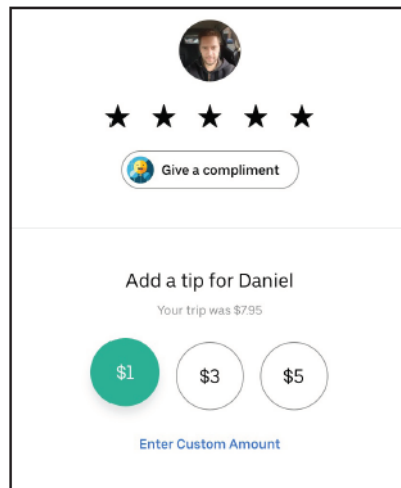
- Stay inside until your ride arrives whenever possible. Minimize the amount of time you're waiting outside with your phone in your hand.
- Confirm that you're getting in the correct car. The license plate, car, and name of the driver should match what you see in the app. You can always ask the driver to confirm the name of the person they're picking up.
- Always ride in the back seat.
- Wear your seatbelt.
- Check the driver's rating.
- Follow the car's route on the map in your app.
- Never pay cash. There's no need to take your wallet out during your trip.

## Tipping and Rating Your Driver

Once you've reached your destination, the Uber app will give you the option to tip and rate your driver.

**1 Tip.** You do not have to tip your driver, but if you choose to do so, you must do it through the app. You can select any of the options — including **No tip**—or select **Enter Custom Amount** to add any amount you like.

**2 Rating.** Tap the number of stars you think your driver deserves for your ride. Five stars is the best, one is the worst.



**3 Give a compliment.** Once you rate your driver by tapping the stars, you can tap on give a compliment and click on the description that fit your experience.

**4 Comment.** Personalize your feedback by including a comment.

**5 Done.** Tap **Done** to submit your comments and tip. All feedback is anonymous.



This section is completely optional. You do not have to tip and you are not obligated to leave feedback. Drivers' ratings are determined in part by riders' feedback. So, you're helping your driver, Uber, and future riders by submitting feedback about your experience.

# Demonstration

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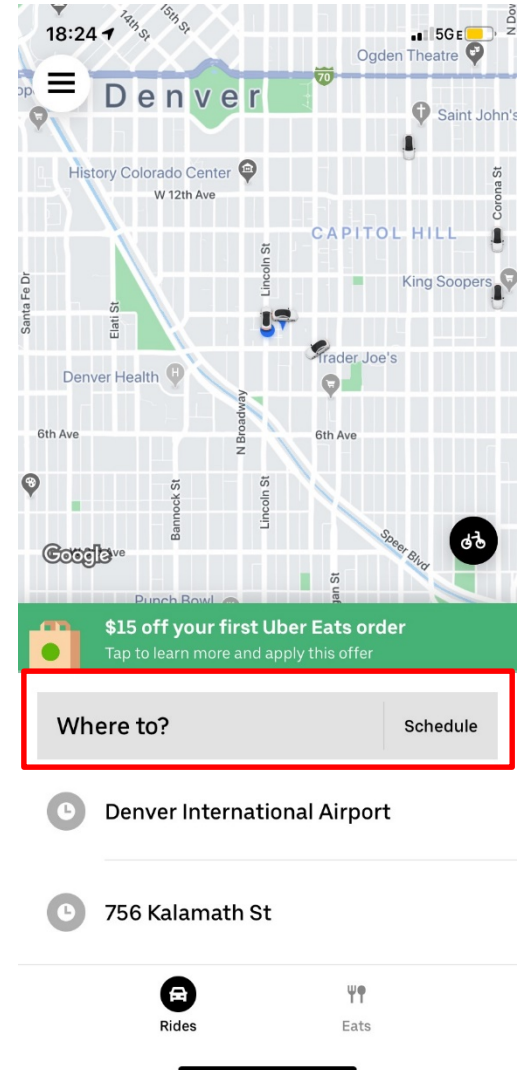




# Practice as a Group

## Options:

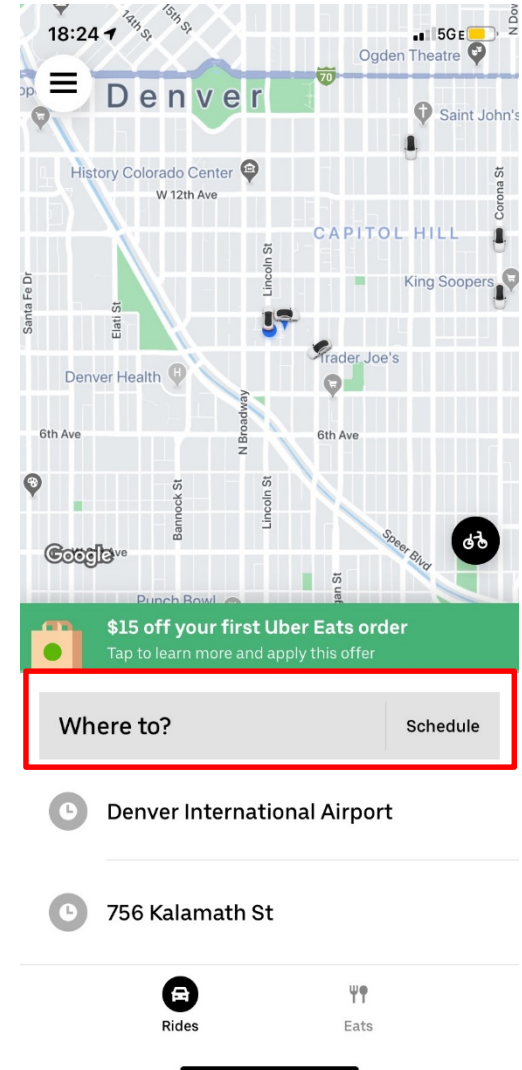
- Boulder Public Library – Main Library
- 1001 Arapahoe Ave, Boulder, CO 80302



# Practice on your Own

Select One of Your Destinations

- Location Name
- Location Address



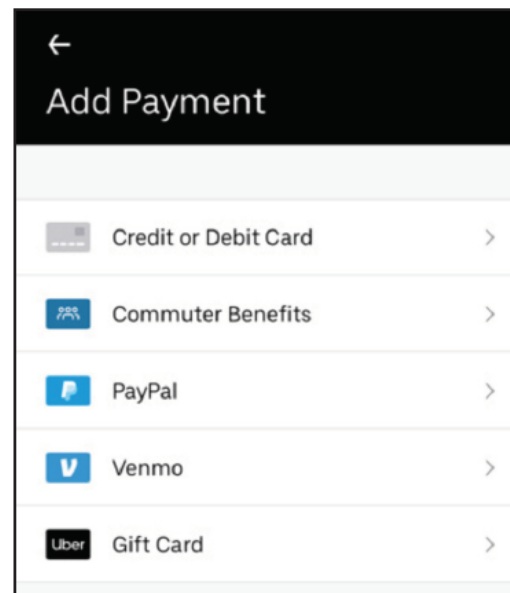
## Adding a Payment Method

You don't need to add a payment method to sign up for Uber, but you will need to add one to pay for the ride. Adding a payment method is quick, easy, and secure. All rides are paid for through the app and drivers cannot accept cash or credit cards personally for the ride.

- 1 From the home screen, tap on the **menu icon**.
- 2 Tap **Payment**.
- 3 Select your preferred method of payment among the followings:

- Credit or Debit Card
- Commute Benefits
- PayPal
- Venmo
- Gift Card

- 4 After entering your payment method tap **Next**.



## Public Transit

- 1 When you open the Uber app, you'll also see public transit options. Tap on **Transit** to see all available routes.
- 2 The stop will be displayed on your map, along with an estimate of how long of a walk it is.
- 3 The frequency with which the bus stops is also included in the app.



### Transit

6:48pm at destination

Public transit routes in your city

\$3.00-5.25

Buy a ticket

SEE ROUTES



### Choose a route

5 PF2 15 6 4

Leaves in 10, 20, 30 min

6:48pm

\$3.00-5.25

5 PF2 PF4 1 8 4

Leaves in 10, 20, 30 min

6:48pm

\$3.00-5.25

5 PF1 PF4 1 8 4

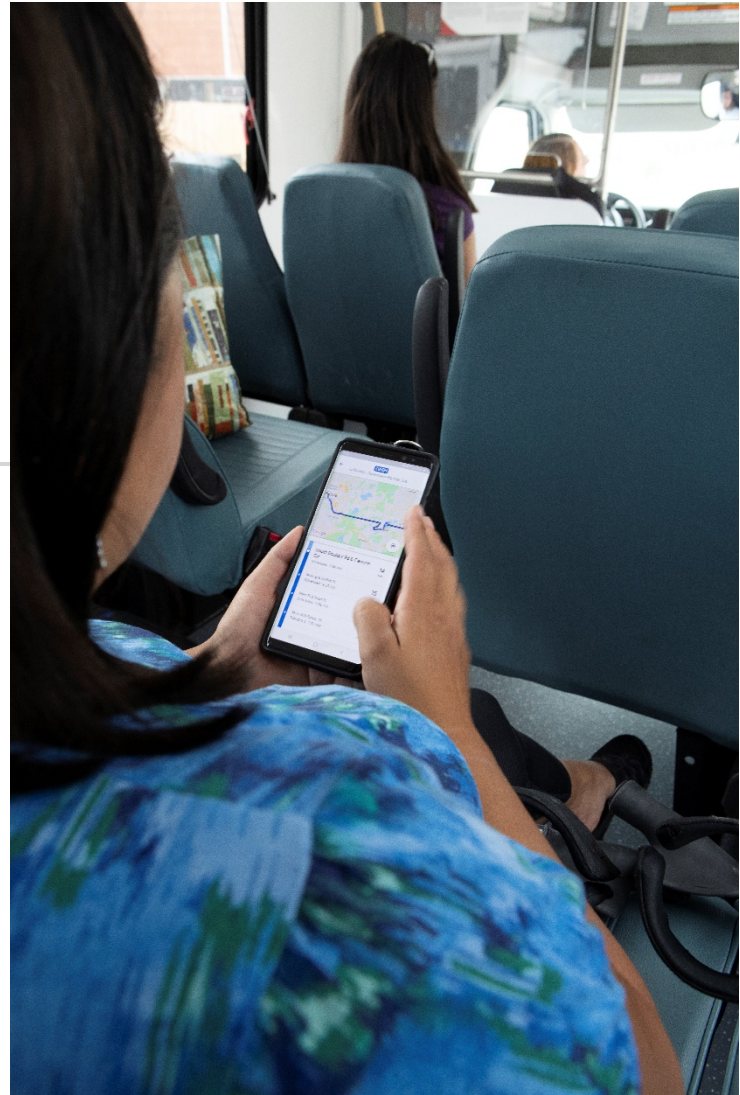
Leaves in 9, 24, 39 min

6:48pm

\$3.00-5.25

# Demonstration

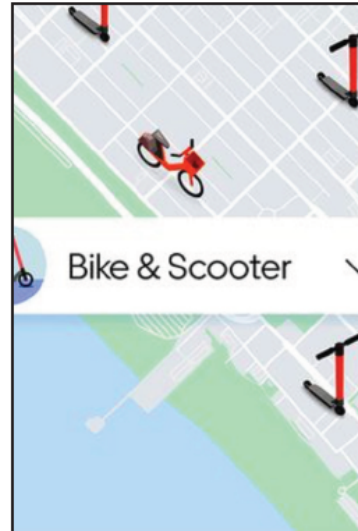
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## Jump: Rent a Bike or Scooter with Uber

Bikes and Scooters are available through Uber in select cities!

- 1 When you open the Uber app, select **Bike & Scooter**. The app shows you where bikes and scooters are located.
- 2 You can reserve the scooter by tapping **Reserve** in the app.
- 3 Enter your PIN on the bike or scan the QR code on the scooter to unlock.
- 4 When you are done with your ride, lock bikes to the Jump bike rack or park scooters on the sidewalk in a place where they are not in the way of pedestrians or vehicles.

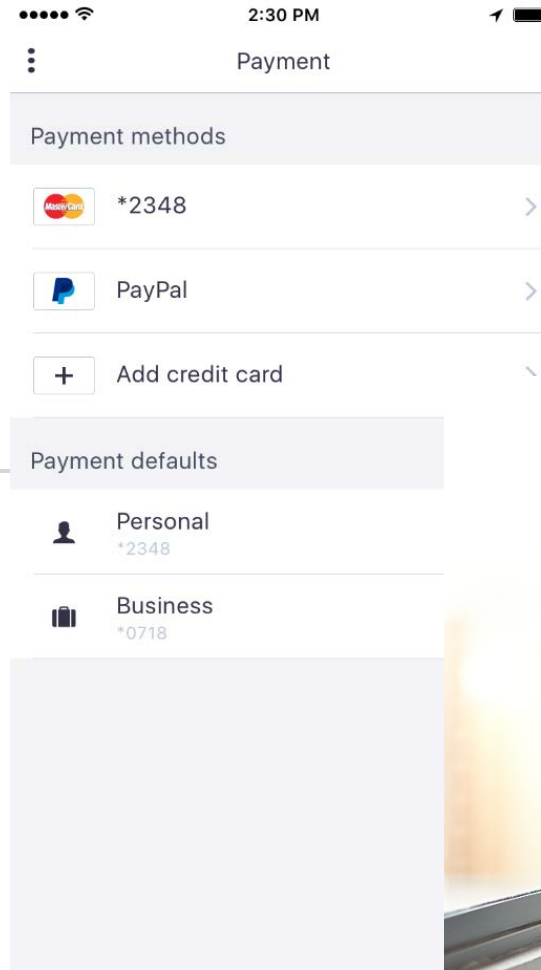


Remember to always wear a helmet when you ride a bike or a scooter and to follow traffic laws.



# \$50 Credits

- Take Post-Survey
- Add a Credit Card to you Account





**Angel Bond**  
**Mobility for All Program Manager**  
**720-564-2218**  
**[abond@bouldercounty.org](mailto:abond@bouldercounty.org)**

