

UBER

Uber App

OVERVIEW

Uber is a convenient, inexpensive and safe taxi service. Riders use their app to request a ride, and an Uber driver arrives to take drivers to their destination.

HOW TO PAY FOR A RIDE

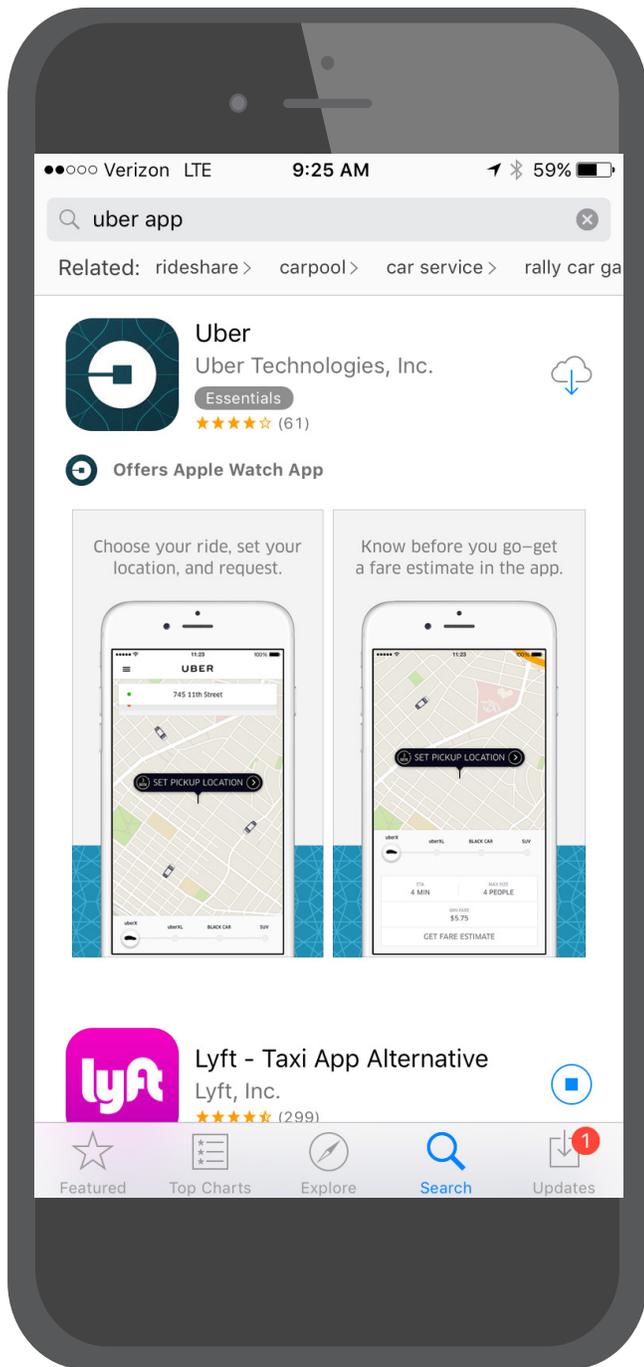
Users of Uber pay for their rides within the app using their smartphone. After your Uber ride, a calculated amount is charged to the payment source you have designated. The cost of an Uber ride is based on the distance of the trip, total travel time and the base fare (the amount the ride starts at). Surge Pricing may also affect the price of your ride. **When there are more riders than drivers, Uber increases prices to encourage more drivers.** If Surge Pricing is in effect, you will see the increased rate before you book your trip.

SAFETY

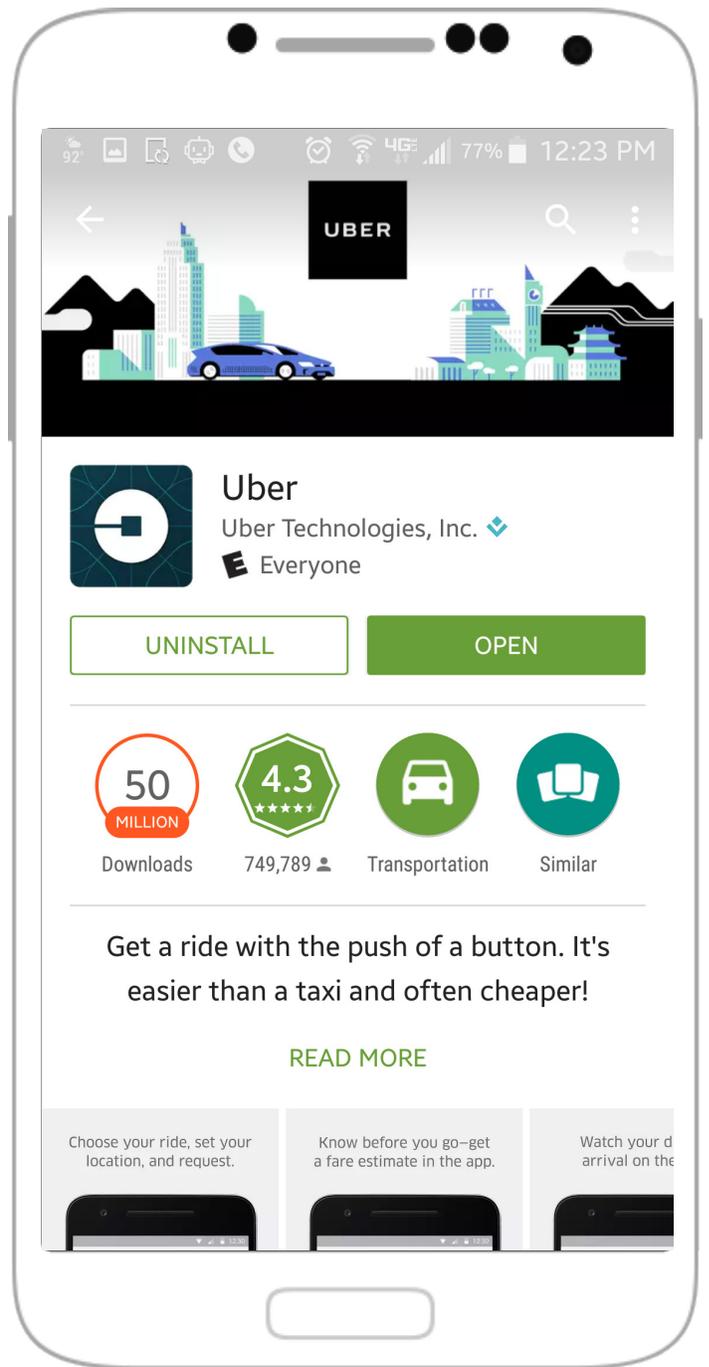
Uber conducts DMV and background checks on all of its drivers. Vehicles cannot be more than 15 years old and must receive an inspection. In addition, all trips are covered by a \$1 million insurance policy. If you experience an incident, please contact 911 if necessary, then use the Help function in the Uber app menu.

ACCESSIBILITY

Uber requires drivers to accommodate riders with service animals, wheel chairs, and other assistive devices. It is recommended to call your driver directly using the "Contact" button to make the driver aware of any needs or required pickup accommodations.



iPhone

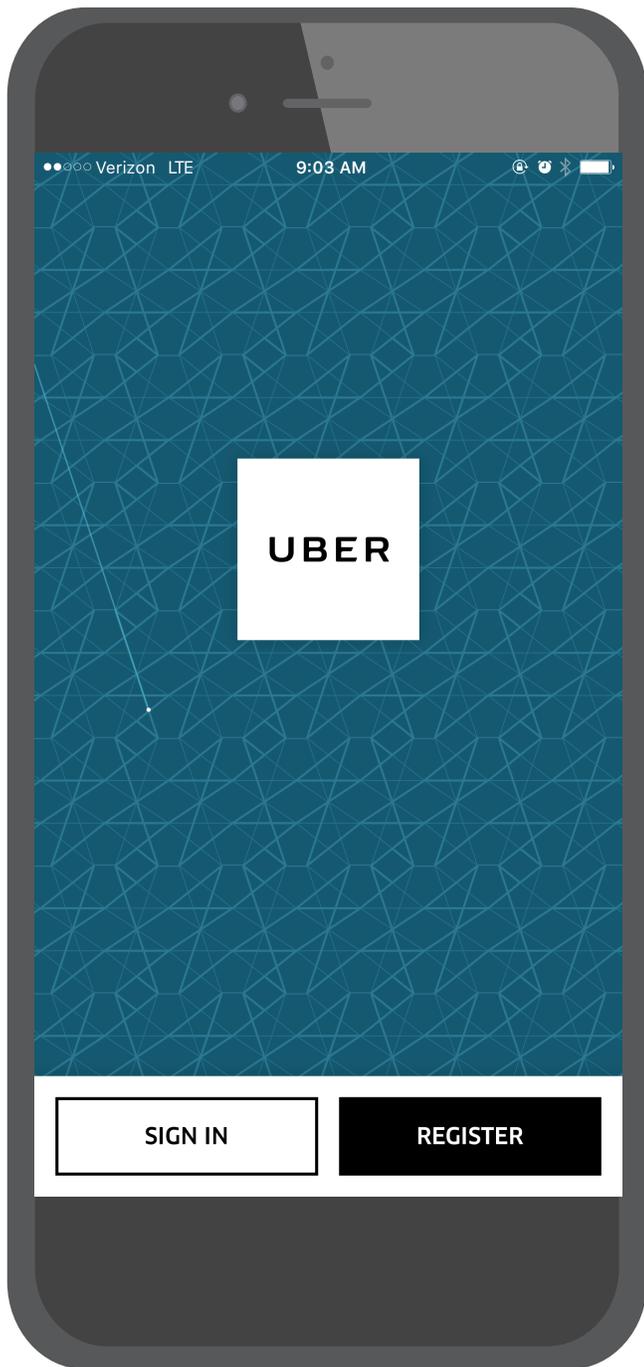


Android

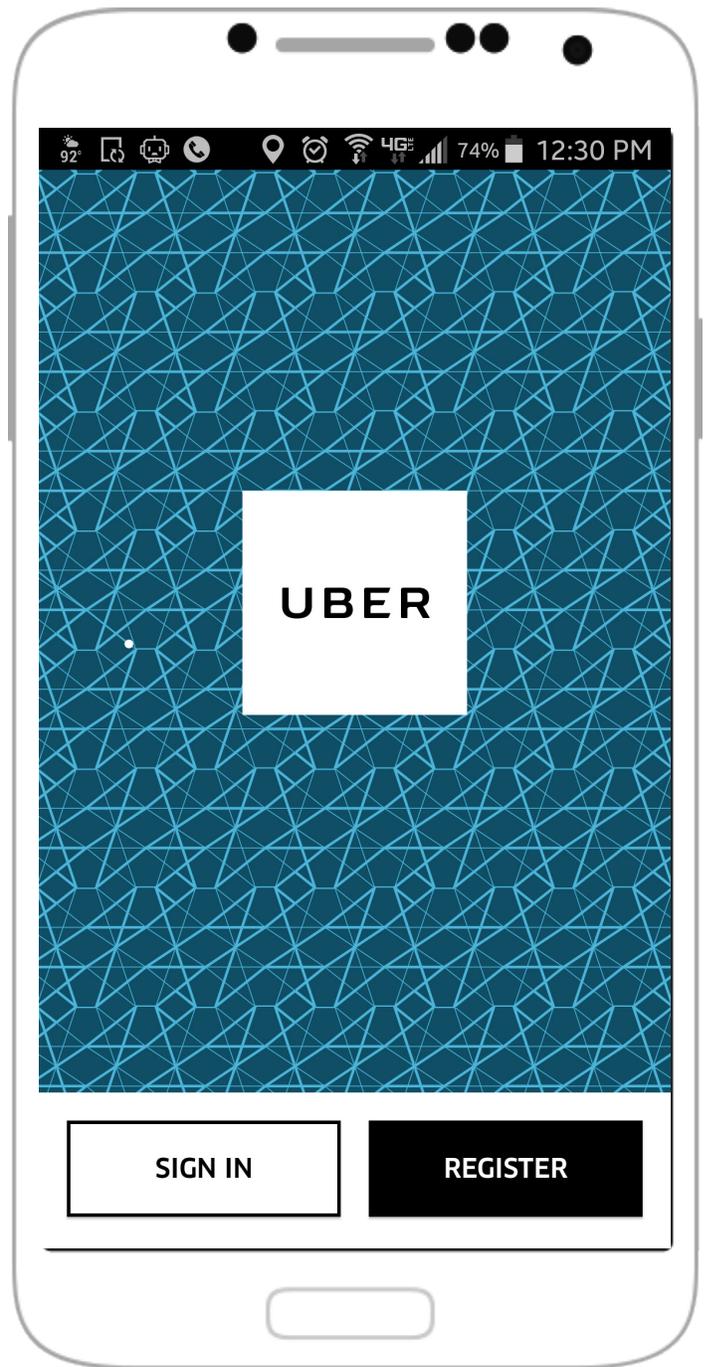
GETTING STARTED

1. Download the app from the App Store or Google Play Store.

Note: iPhones will request a password to download apps.



iPhone

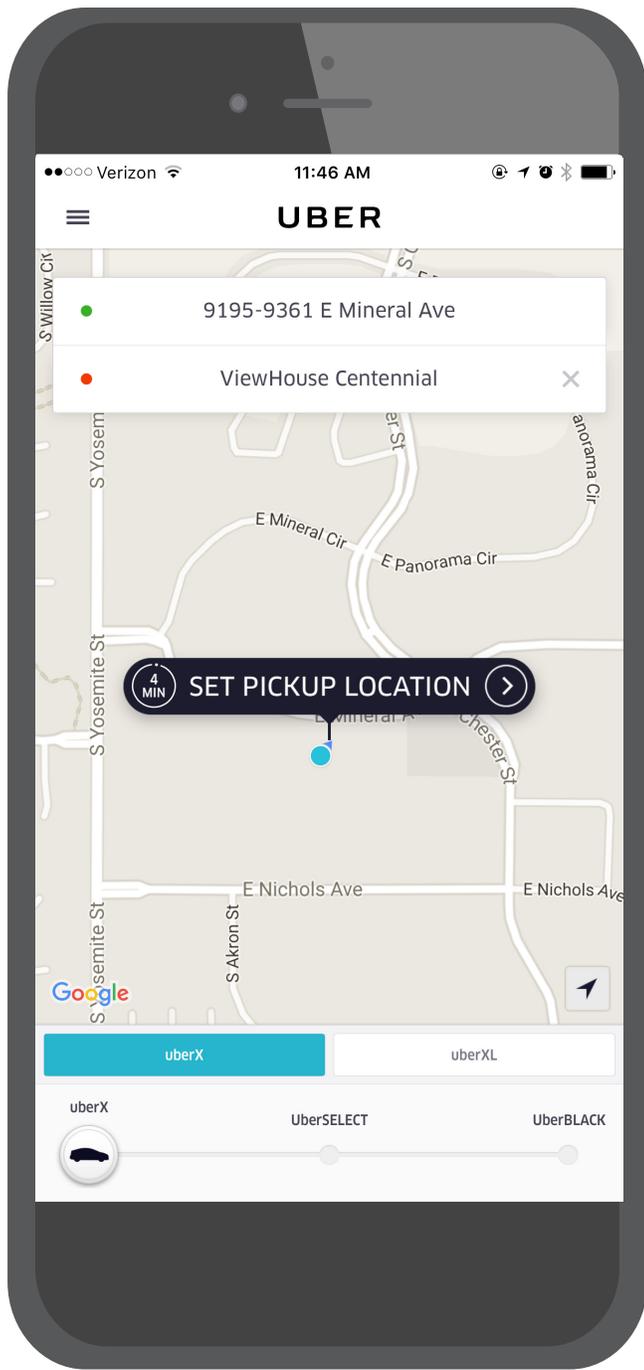


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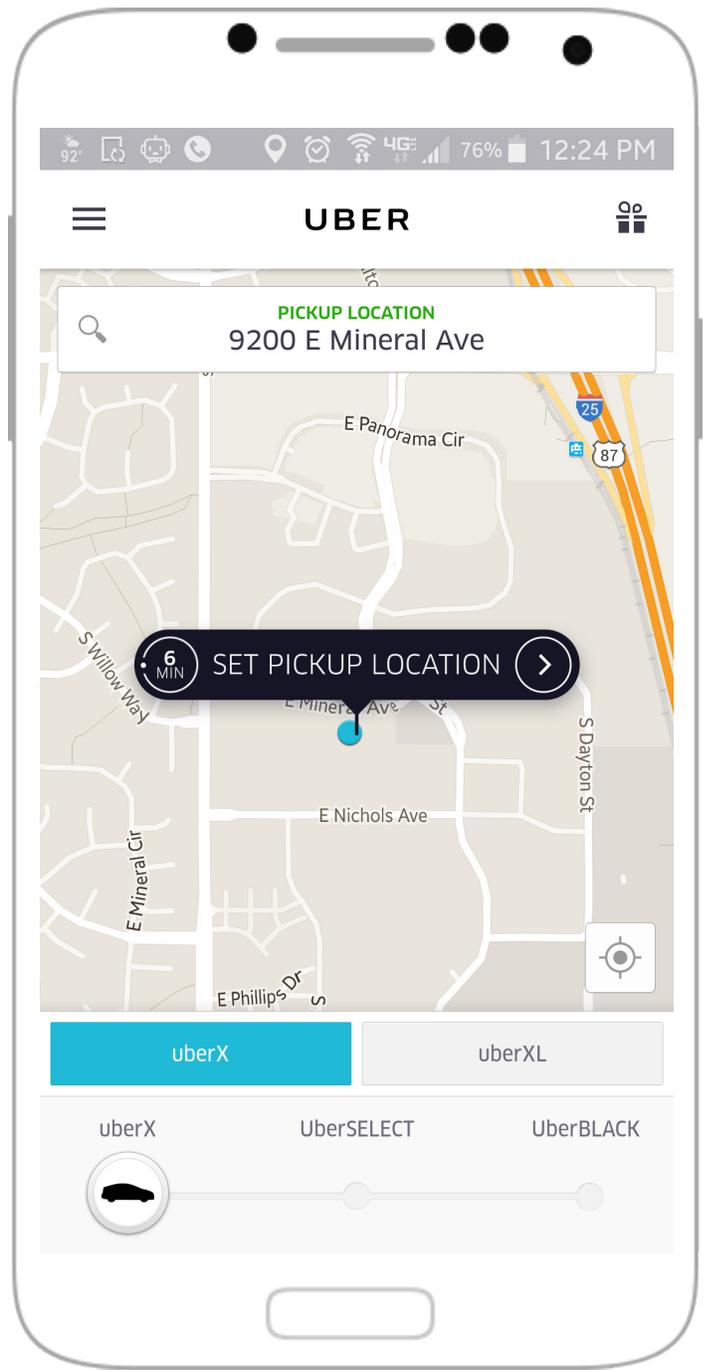
2. Open the Uber app, then select, "Register".

You'll then be asked to provide an email address and phone number you can be reached at on the following screens.

Uber will text a verification code to the phone number you provided. Enter the verification code into the Uber app to finish registration.



iPhone



Android

REQUESTING A RIDE

1. Identify your current location. You can either manually type in your address, or Uber will automatically identify your location if your GPS is turned on. Always make sure your address is identified correctly.

2. Next, select the type of Uber car you would like to request.

Uber offers several different options, including:

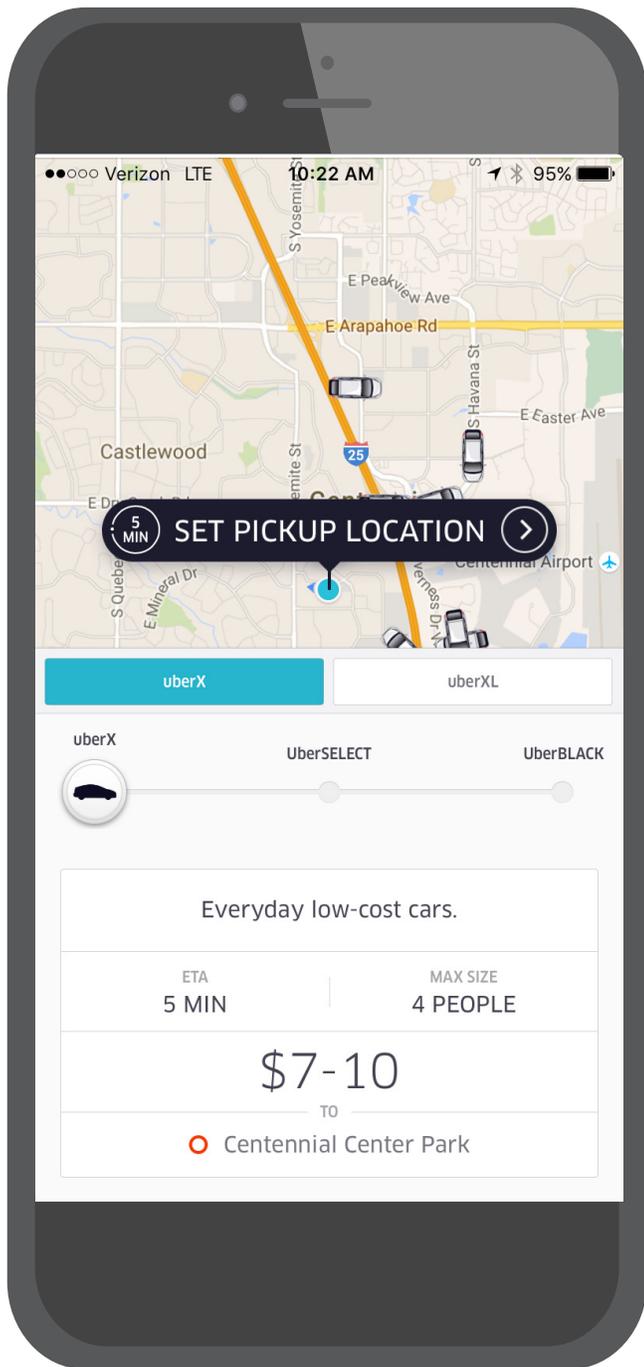
UberX - "Everyday cars for everyday use." These are regular, 4-passenger vehicles at low prices. UberX vehicles are from the year 2001 or newer.

UberXL - These are low-cost rides for up to 6 passengers. Vehicles must be 2001 or newer.

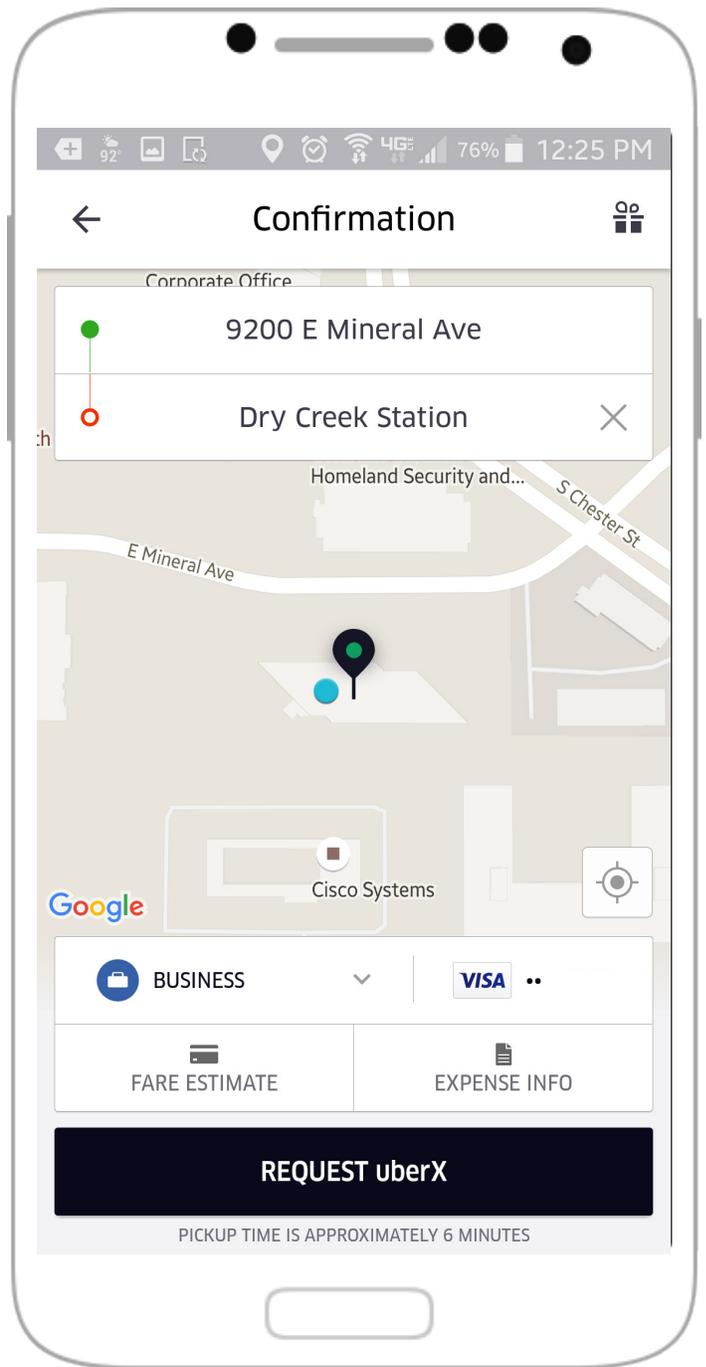
UberSELECT - These are slightly nicer vehicles with slightly higher prices. Vehicles seat 4 and must be newer than 2007 with leather interiors.

UberBLACK - These are high-end luxury sedans with higher fares. Vehicles must seat 4 and be newer than 2010. The drivers are required to have commercial registration, and riders can expect a higher level of service.

UberSUV - These are high-end luxury SUVs with the highest fares. Vehicles must seat 6 and be newer than 2010. The drivers are required to have commercial registration, and riders can expect a higher level of service.



iPhone

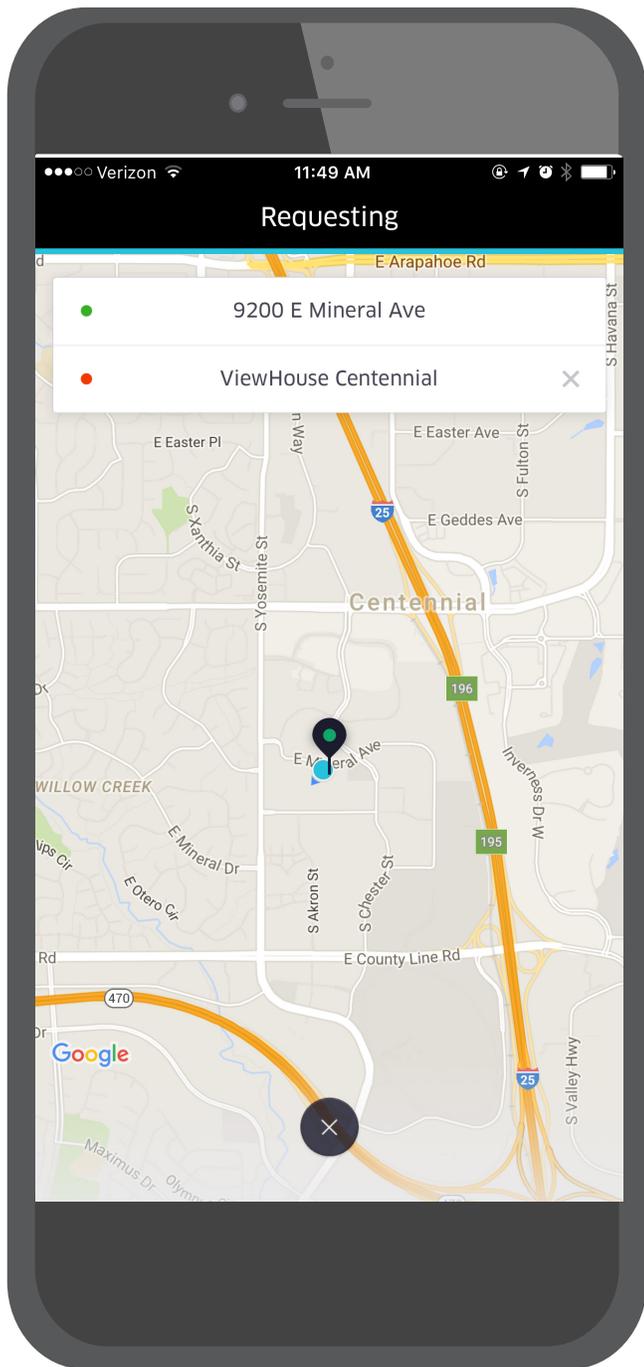


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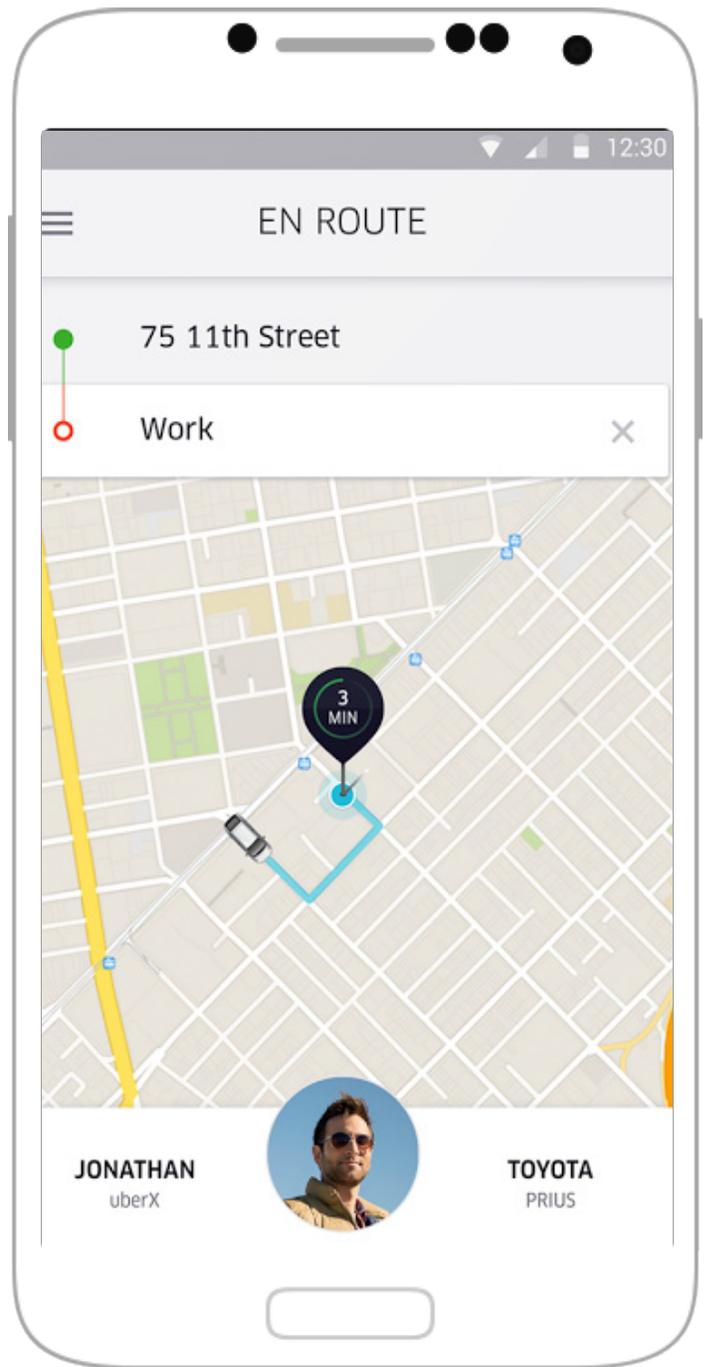
3. Select, "Set Pickup Location", then identify your destination. You can type in an exact address or search for a location.

After entering a destination, select, "Fare Estimate" to learn how much the trip will cost.

The payment source can also be changed by selecting the credit card icon.



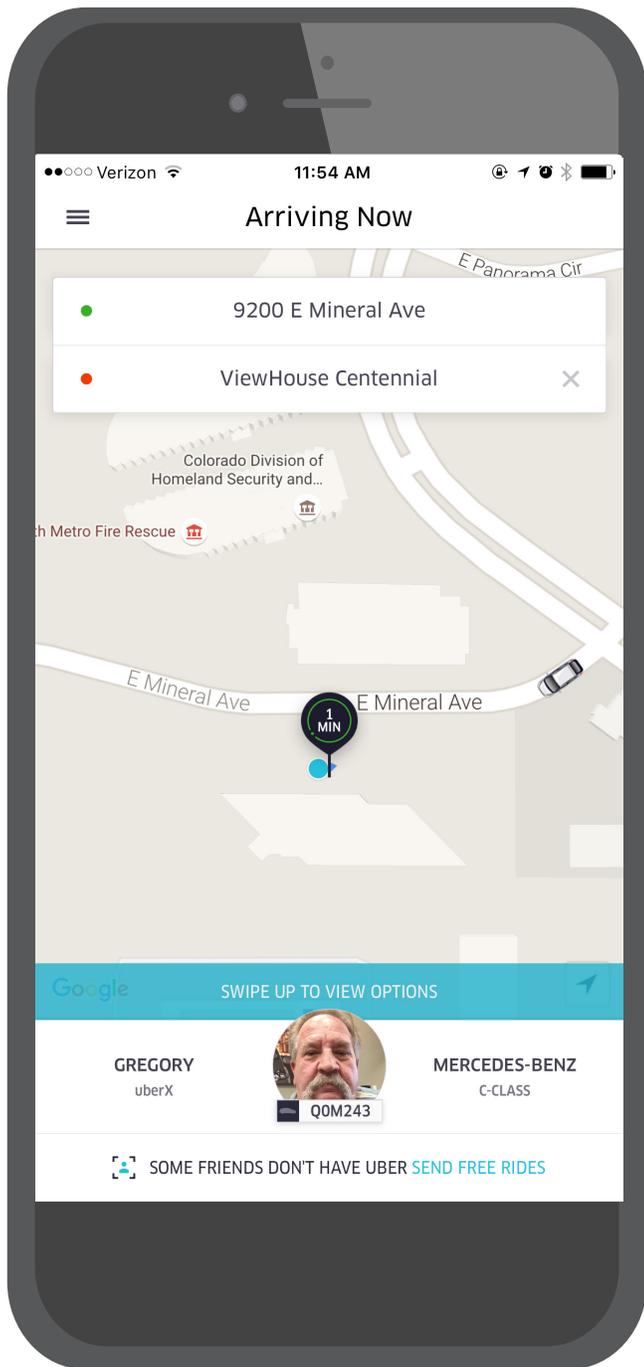
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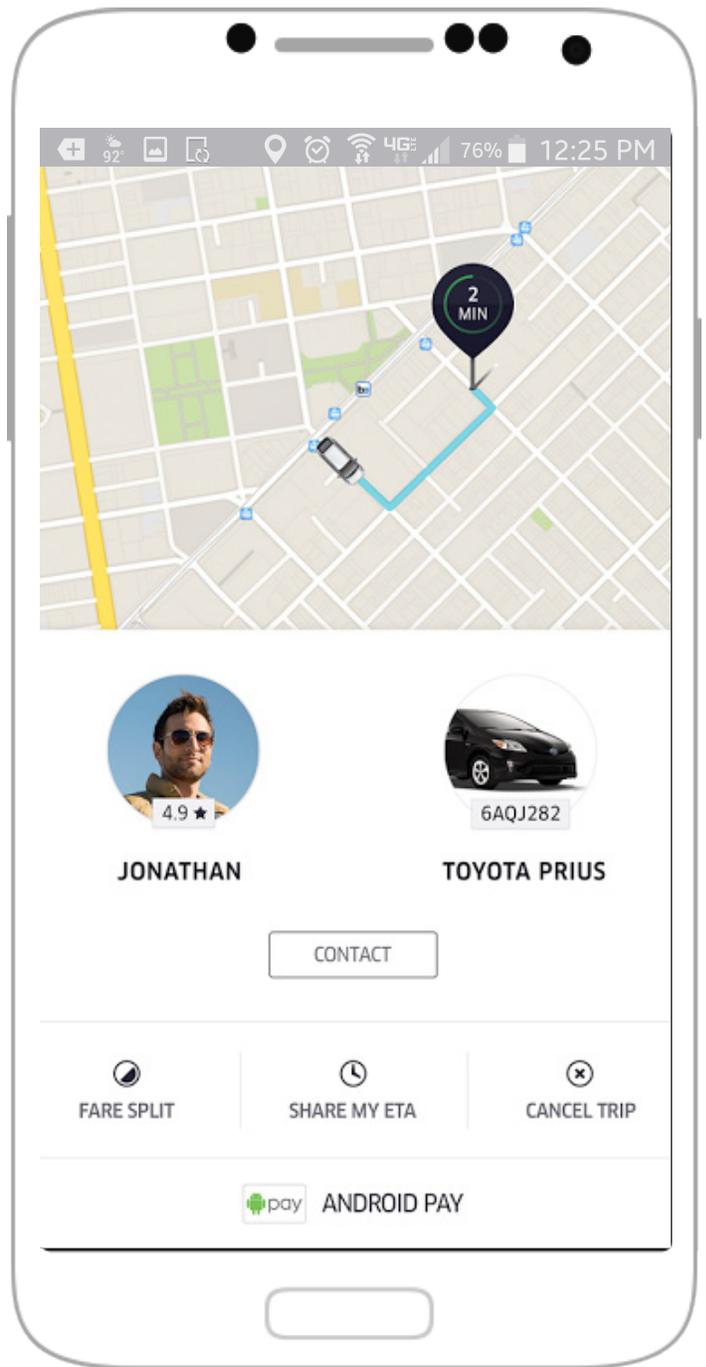
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4. Once you select, "Request Uber", a ride will be called to your pickup location. The time in the location pin shows the expected amount of time until your Uber arrives.

Note: You may cancel a ride after requesting one, but may be charged a cancellation fee.



iPhone

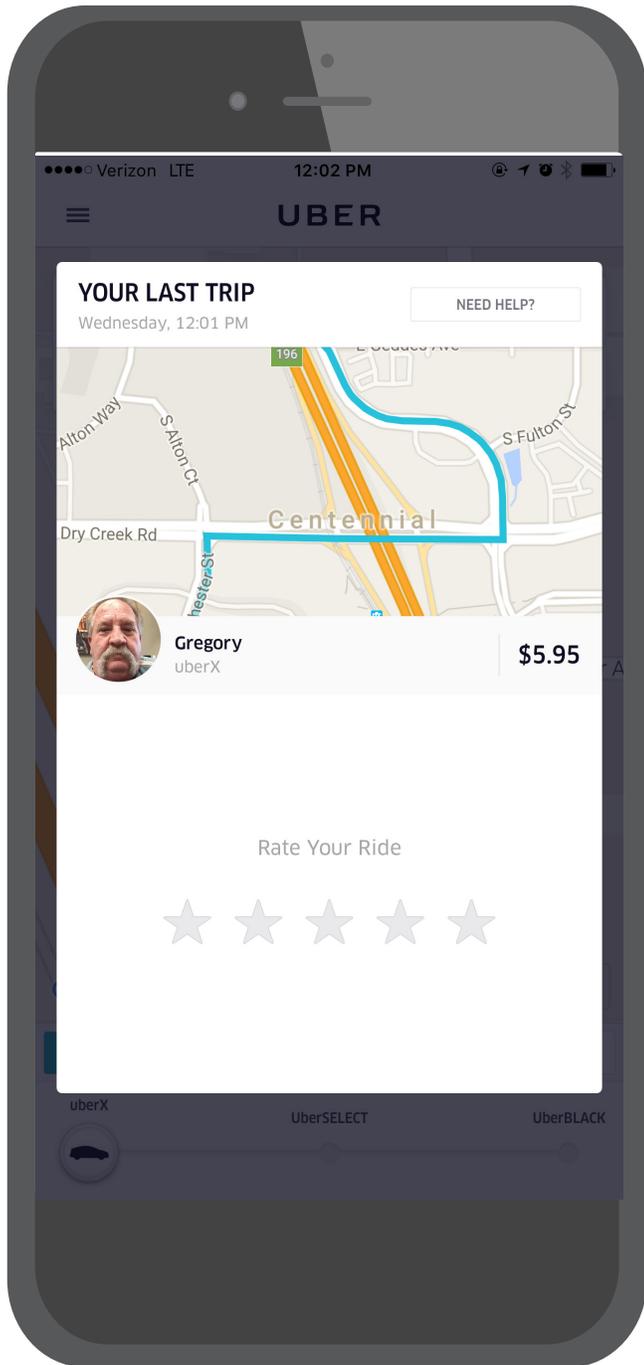


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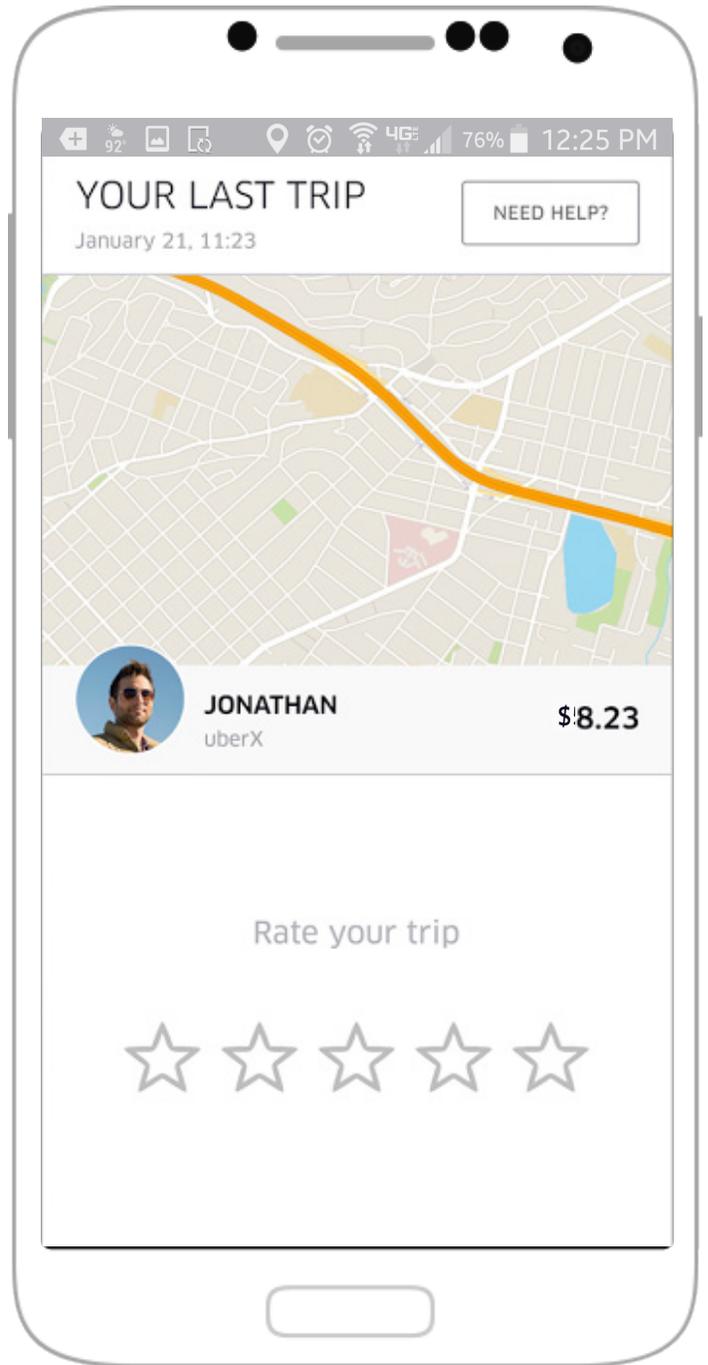
Once you are matched with a driver, you will see your driver's photo and name, expected arrival time, vehicle type and license plate.

You can swipe up from the bottom of the screen for additional options. Selecting, "Contact" will allow you to call the driver.

The car icon will move with the driver, allowing you to see when the car is near or waiting outside.



iPhone



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PAYMENT & RATING

After your ride, you will be able to rate your driver 1-5 stars. Tips are not included in the fare, nor are they required. You are welcome, but not required, to tip your driver with cash.