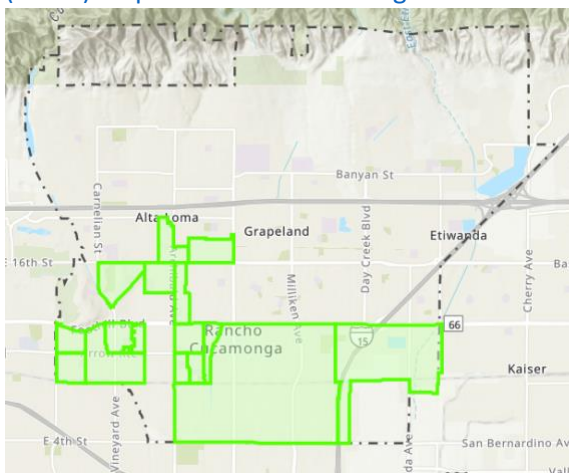


Uber Carsharing Pilot Program

Frequently Asked Questions (FAQ)

Program Overview

1. Once I apply for the program, how long does it take to be approved?
The typical application process is 4-5 days.
2. Once I am approved in the RideRC program, how long to I have to wait to use the Uber app and receive a discount on a qualified ride?
It is typically 1-2 days to get you setup with Uber to receive the discount on qualified rides.
3. When will this program end?
This program is on a first come, first serve basis. It will go through June 30, 2021 or until funds are exhausted, whichever comes first.
4. What is considered a government sponsored program?
These are income-qualified programs. It includes programs such as, Supplemental Nutrition Assistance Program (SNAP), Medicaid, Children's Health Insurance Program (CHIP), Subsidized Housing, Housing Vouchers, Low Income Home Energy Assistance Program (LIHEAP), Supplemental Security Income (SSI), among others.
5. What is the qualified area?
Below is a map for the qualified area. It aligns with Community Development Block Grant (CDBG) map in Rancho Cucamonga.



6. I don't live in City of Rancho Cucamonga; do I still qualify?
No. This program is limited to Rancho Cucamonga residents.
7. I am not 18 years of age, can I still qualify?
No, this program is limited to those persons 18 years of age and above. The City and Uber requires participants be over 18 years of age to request a ride.

8. What if I don't have a smartphone?

This is a requirement for the program. You must be able to download and utilize apps on your smartphone to participate in this program.

9. If I have questions about the RideRC application, who can I contact?

Please send an email to RideRC@CityofRC.us. If you have further questions, please call (909) 774-2713.

10. What locations can I travel to under this program?

You can go from your home located in Rancho Cucamonga to medical centers, pharmacies, City facilities, and grocery stores.

11. Do I need a code to receive the discount for the Uber ride?

No. Once you submit an RideRC application and are approved, the discount will apply automatically.

12. What are the discounted rates?

Rides within the City of Rancho Cucamonga are \$3 and rides that start or end outside of the City of Rancho Cucamonga. The \$5 fee outside Rancho Cucamonga include Kaiser Fontana Hospital, other cities, etc.

13. How do I know if the location I would like to go is a qualified location?

It is suggested, that you review the list first prior to ensure your desired location is eligible for discounted rate. If not, you may be charged the full rate. The list of the qualified locations is posted on the city website. If you **do not** see your desired destination on the list, please send the address to RideRC@CityofRC.us and we will research it further.

14. Is the cost of the rides one-way?

Yes. If you need a return trip, you will need to request the ride through Uber and pay the amount.

15. What are the time frames to receive a discount for the ride?

The time frame is 6:30 a.m.- 8:00 pm Monday-Sunday.

16. How will this ride be safe with COVID restrictions?

Uber requires both the driver and participant wear a mask throughout the entire ride. Also, through the RideRC application process, applicants need to review and sign as disclaimer regarding the risk associated with this type of service.

17. How do I use the Uber app?

Download the App (To download the app, go to the App Store or Google Play) and create an account. Please see the "Welcome to Uber Transit" guide at the bottom of this page for additional information and supporting screenshots for each step of the process. Make sure to

use the same email address and phone number you listed in your RideRC application. You can then request a ride from your browser or from the Uber app.

18. How do I enter a destination in the Uber app?

Open the app and make sure you toggle onto your "Ride RC profile" before requesting the trip. Otherwise, the trip won't be tied to your Ride RC account and you will not receive the discount. Enter where you're going in the "Where to?" box. Tap to confirm your pickup location and tap Confirm again to be matched to a driver nearby.

19. How do I know when my driver will arrive?

You can track their arrival on the map in the app. When they are a few minutes away, wait for them at your pickup location.

20. How do I check my ride?

Every time you take a trip with Uber, please make sure you're getting into the right car with the right driver by matching the license plate, car make and model, and driver photo with what's provided in your app. Uber trips can only be requested through the app, so never get in a car where the vehicle or driver identity doesn't match what's displayed in your app.

21. Once the ride is finished, how do I pay for it?

When you arrive, payment is easy. You can pay through credit card you set up through the app or through Uber Cash. You will identify your desired personal payment method when you activate your Ride RC profile with Uber. When you take an Uber trip, the trip will automatically bill back to the payment method you have tied to your Ride RC profile. There will be no action needed.

22. Once my trip is complete, what should I do?

You are encouraged to rate your trip. You can give your driver a compliment or add a tip in the app.

23. Who can I contact for help for the on the Uber app?

There is help line/chat/FAQ in the app, which is the preferred method of communication.

24. When should I request the ride through Uber?

When you are ready to embark on your trip, you should request the ride through Uber. Typically, the wait times for a vehicle to pick them up is typically very short (a few minutes). For example, if your desired destination is trip fifteen minutes away, then you should request the Uber ride approximately 20-30 minutes beforehand to allow plenty of time for the driver to arrive and for you to arrive at your location at the desired timeframe.

25. If there are issues, is there a contact person or do participants only utilize the app is there a call line.

There is help line or FAQ in the app, which is preferable method if you have any questions.

26. Once I schedule a ride through Uber, can I cancel it?

Once you have been matched up with a driver, a fee will be charged to cancel the ride. Also, a fee will occur if the participant refuses to wear a mask and the driver needs to cancel the ride.

27. Can I receive a refund on a ride?

If you request a ride through Uber and are not present when the driver arrives (they wait a few minutes), no refund is allowed. However, if you are overcharged for an eligible ride, the refund request will go through Uber.

28. Can other people utilize my account?

The Uber request must be done through the smartphone requesting the ride. Also, updates for the arrival of the driver are through the smartphone that requested the ride. Therefore, the person who is requesting the ride should also be the account holder.

29. Do I need a credit card to request this service?

A credit card is the easiest way to set up the program. If you do not have a credit card, there are other options available such as the [Uber Cash](#) app.

Below are some helpful steps screenshots while setting up your account:

Welcome to Uber Transit

Tap the link in the invitation email and follow the steps in this guide to connect to your Transit account.

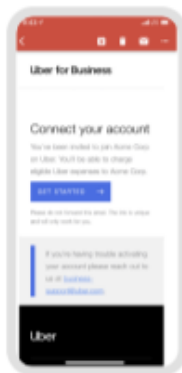
For the best experience, complete this process on your mobile phone.



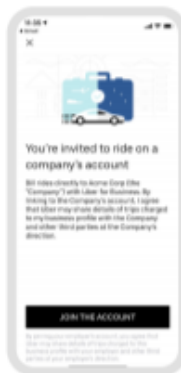
Once set up, seamlessly switch between personal and transit travel by selecting your transit profile in the Uber app. Your transit trips will be charged to your agency based on subsidy parameters.

Getting started: Already have a personal Uber account?

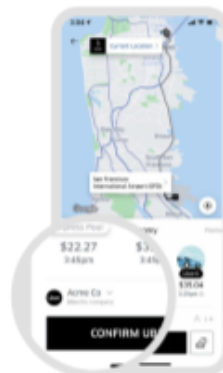
Check your email for an invitation from Uber.



1. Tap **Get started** in your invite email



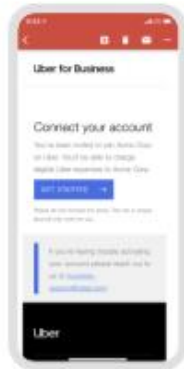
2. In your Uber app, select **Join the account**



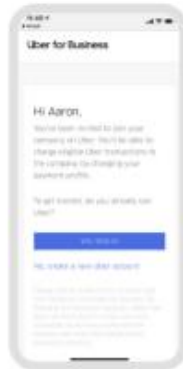
3. Switch to your agency profile when riding on eligible trips

Getting started: New to Uber?

Check your email for an invitation from Uber, and set up a new account.



1. Tap **Get started** in your invite email



2. Select **No, create a new Uber account**



3. Complete the required fields to create a personal Uber account



4. Download the Uber app and log in

When you're ready to ride →

Seamlessly switch between personal and transit within the Uber app, with transit rides billed to your company. Note: Your personal trips will never be shared with your agency.



1. Tap **Where to?** and enter a destination address



2. Confirm your pickup and destination address, and tap on the profile selector



3. Switch to your new transit profile and tap **Confirm** to ride