Using a Transportation Network Company (TNC)

What Is a TNC?

A transportation network company (TNC) is a car-for-hire service. Uber and Lyft are two popular examples of TNCs, but others might operate in your area as well.

Examples of TNCs

TNCs use Smartphone applications (apps) to match drivers with people requesting rides. Rider and driver locations, contact information, trip routing, and payment are all processed through the app.

How Is a TNC Different from a Taxi?

Unlike most taxi drivers, TNC drivers use their own vehicles while agreeing to meet a TNC's minimum requirements to receive trips. Though taxis charge by the minute and mile, TNCs offer a set price for the entire trip when you request it. You pay before booking through the app.

How Does a TNC Work?

Different TNCs (such as Uber and Lyft) each have their own Smartphone app. Details about the registration and trip-request options and procedures may differ from one to the other.

Here's an example of the process for requesting a TNC trip.

1 Download

Go to your phone's "App Store."

Download app to your phone.

2 Set Up Account

Your basic contact information.

Your payment information (credit or debit card).

3 Request Trip

App finds your pick-up location (based on GPS).

Enter your destination.

Select a vehicle/ride type.

4 Pick-Up

Track your driver's approach.

App notifies you when the driver arrives.

5 During the Trip

Share your location with a friend.

Track where you are on the phone app's map.

6 At Your Destination

App automatically pays driver.

Rate and tip your driver using the app.

Benefits of TNCs

- Freedom and flexibility for your travel needs.
- No need to rely on the goodwill of family or friends for a ride.
- No worry about finding your way to an unfamiliar place while driving.
- No worry about driving at night.
- No worry about parking.

Safety and Security

TNCs and technology help protect your safety in several ways.

- TNCs conduct criminal and driving background checks on drivers although fingerprint-based checks vary by state.
- TNCs provide driver and vehicle information prior to a ride, including driver ratings assigned by previous passengers.
- You can see your location on the phone app map during the ride. Some TNC apps also let you show a friend or relative where you are.
- There's no need to carry cash or a credit card to pay. All payments, including the tip, happen online.

Service Options

Most TNC service occurs curb to curb, which means riders must get themselves to the vehicle without assistance from the TNC driver. For more assistance, find out if the TNCs in your area offer specifi services for older or adults with disabilities. Your local area agency on aging, hospital, or medical center might have information about TNCs that serve older adults, or you can search online. *Rides in Sight* is a good online resource. The table shows some examples of TNC services for older adults.

Service	Wheelchair Accessible	Door-to-Door Assistance	No Smartphone Needed
Uber WAV	✓		
Uber ASSIST	✓	✓	
Uber ACCESS	✓		
SilverRide		✓	
GreatCall Rides (partners with Lyft)			✓
Gogo Grandparent			✓
RideWith24 (partners with Uber)			✓
Lift Hero (California)		✓	✓

What If You…?

Have to cancel a ride?

Look for a "Cancel trip" button, or a "trip information" button on the app screen.

Cancel trip by tapping the "cancel trip" button.

You may be charged a cancellation fee.

Can't find the driver?

Check the app to confirm that the driver has arrived at your location.

Find the driver's contact information on the app.

Contact the driver (there is usually a button provided on the app).

Have a complaint about the driver or the service?

The app will ask you to rate your driver, after the trip.

Rate your driver; if the rating is low, you will be asked for your comments.

Enter your comment or complaint using the provided space. There are some built-in comments that you can select from.

Have a question or problem with the fare?

Tap the menu icon on your TNC phone app.

Select "Your trips" or "trip history."

Select the trip you had a fare question or problem with.

On the trip's page, scroll down and select "Review my fare or fees," "Request review", or similar verbiage.

Left something in the driver's car?

Tap the menu icon on your TNC phone app.

Select "Your trips" or "trip history".

Select the trip where you think you lost your item; trips are listed by date.

On the trip's page, scroll down and select "I lost an item," "Find lost item," or similar phrase.

If you left your phone in the car or need further assistance, go to the website for your TNC and select the "help" button.

Uber:
https://help.uber.com/riders

Lyft:
https://help.lyft.com/hc/en-us

Gogo Grandparent:
https://www.gogograndparent.com

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