

The **Virginia Tech Police Department** strives to enhance the safety and quality of life for students, faculty, staff, and visitors through effective law enforcement and proactive crime prevention in partnership with the university community.



Police
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Virginia Tech
POLICE DEPARTMENT

Using TRANSPORTATION NETWORK COMPANIES Safely



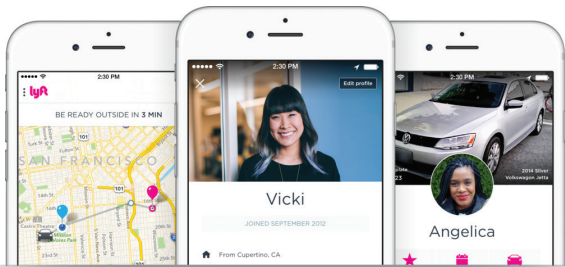
LIVE ◀ LEARN ▶ WORK

 VirginiaTech

Transportation Network Companies

Transportation Network Companies, known as TNCs connect paying passengers with drivers who provide transportation in their own non-commercial vehicles. All parties connect to the service via websites and mobile apps.

- ▶ Two of the TNCs available in Virginia (and as a result to the Virginia Tech community) are Uber and Lyft.



How do these services work?

TNCs employ private car drivers to carry fares from place to place, connecting these drivers with riders using a smartphone app. When a rider requests a pickup, the system determines his location, locates an available driver, and dispatches the car. After delivery, the company charges the rider's account for the trip. The drivers are independent contractors who use their own vehicles to pick up and transport riders.

Finding a driver

For Virginia Tech community members who need a ride, both Uber and Lyft can be safe ways to get around.

Here's how you can get started:

- ▶ To find a ride, download the Uber or Lyft app to your smartphone via the Apple Store or Google Play.



- ▶ Follow the prompts to create an account (which includes entering your payment information) and request a ride.
- ▶ You'll be matched with the driver closet to the location at which you would like to be picked up and their information (photos of your driver and the car as well as their route in estimated time of arrival) will be shared with you. You can also call your driver for updates and questions.
- ▶ Before you "accept" the driver, read their ratings and make sure you feel comfortable having that person pick you up.
- ▶ Both companies give you the opportunity to provide feedback and rate your driver when you've arrived at your destination.

Before you get into the vehicle

- ▶ Make sure the vehicle has a DMV identification marker and has a registration card. The design of the marker is different and is based on the state in which the vehicle is registered.



- ▶ Turn on the feature that allows you to share your route with a friend and/or family member so they are automatically updated of your location and estimated time of arrival.
- ▶ Make sure the vehicle has a "trade dress" (similar to a sticker/window decal) that displays the companies name and logo.



Keep in mind

- ▶ Drivers are not allowed to accept payment directly from passengers. Payments must be made via the company's website or app.
- ▶ Drivers can't solicit. They must be sent from the company, through the website or app.
- ▶ When entering the address at which you'd like to be picked up into the website or app, try not to give a specific address. Provide a corner or intersection address instead.
- ▶ Trust your instincts.