

UBER AND UNIVERSITY OF RICHMOND FREQUENTLY ASKED QUESTIONS

What is Uber?

Uber is a registered Transportation Network Company (TNC) registered in Virginia through the Dept. of Motor Vehicles. A TNC provides prearranged rides for compensation using a digital platform that connects passengers with drivers using a personal vehicle.

What is a Digital Platform?

A TNC driver is allowed to provide passenger transportation only on a prearranged basis and only by means of a digital platform (Uber app) which shares information to connect passengers and drivers.

A TNC driver is not allowed to transport a passenger unless the TNC has matched a driver to a passenger. A TNC driver is not authorized to solicit, accept, arrange, or provide transportation in any other manner. (**If a driver pulls up and tells you he is with a TNC and offers you a ride that you did not request, he is not a TNC operator and walk away!**)

Uber is required to make certain information available through the app to the person(s) prearranging a ride. You shall receive before you enter any TNC vehicle:

- The first name and photograph of the operator
- The make and model of the vehicle
- The license plate number of the vehicle.

TNC drivers may not accept payment of fares directly from a passenger. Fares may only be collected electronically through the digital platform.

How do I recognize an Uber vehicle?

An Uber vehicle is required to have a logo visible on the exterior of the vehicle that identified that vehicle with Uber.

Virginia Code 46.2-2099.50 requires at a minimum, the logo to readily identifiable during daylight hours from a distance of 50 feet, while the vehicle is not in motion and to be reflective, illuminated or otherwise clearly visible in darkness.

In Virginia, drivers are encouraged to place the logo on the rear passenger side window for consistency. Drivers may enhance the logo visibility on their vehicle.

Are Uber drivers screened?

All drivers must be at least 21 years of age and possess a valid driver's license.

Drivers undergo a national criminal history records check by their TNC company. The check is conducted as part of the hiring process and then every two years while remaining as a driver. The check includes:

- A Multi-State/Jurisdiction Criminal Records Database search or a Nationwide Database search with validation.
- A Sex Offender and Crimes Against Minors Registry search
- US Dept. of Justice's National Sex Offender Public Website

A driving history that includes a conviction, guilty plea, or a plea of nolo contendere to any of the following offenses in the preceding seven years will bar the individual from operating as an Uber driver.

- Underage drinking and driving
- D.U.I.
- Operate a motor vehicle with a suspended license resulting from repeated DUI offenses.

A record of any of the following within the preceding three years will bar a driver from operating as an Uber driver:

- Three or more moving violations
- Refusal to submit to chemical test for DUI or DUID
- Reckless driving
- Operating a motor vehicle with a suspended or revoked license
- Escaping or Elude law enforcement

Uber drivers must comply with all applicable laws relating to accommodation of service animals. An Uber driver may refuse a pickup if the passenger is acting disorderly or endangering, or the passenger is unable to act responsibly and is not in the care of another.

Uber drivers are required to comply with all applicable laws related to nondiscrimination against passengers and points of departure and destination.

How do I Commend a Driver?

Rate a Driver

Ratings allows Uber to ensure a great experience for both riders and drivers. Consistent with Uber's Community Guidelines, drivers with low ratings may lose access to the Uber app.

At the end of each trip, you'll be able to rate your driver from 1 to 5 stars. You can also provide this rating at the bottom of your receipt. Note: A driver's overall rating is an average of his or her last 500 completed trips. They'll never see the specific rating you give. Your rating should reflect the quality of service you think was provided by that particular driver.

The average rating of an Uber driver is around 4.7.

How Do I Make a Complaint against a Driver?

If your complaint is related to an immediate safety need dial 911 on your cellphone.

For all other complaints you can provide an appropriate rating and or call the Dept of Motor Vehicles at (804) 249-5130 or e-mail: mconline@dmv.virginia.gov .

UR Transportation and Uber

There is a strong frequency of use of TNC's on our campus. As a result, UR Transportation is initiating a trial program with URD (Downtown) and Uber.

UR Transportation is providing no-cost to the passenger Uber transportation to URD Monday thru Friday 9:00 am to 5:30 pm **replacing** the current URD bus route.

Why?

UR Transportation continues to create opportunity to strengthen the ties between main campus and URD. Rideshare eliminates parking concerns and provides a more flexible schedule for the passenger going to and returning from URD between the designated hours.

How does it work?

Transportation has designated on their website (7) pick-up and drop-off locations that a passenger requesting an Uber can choose from. The destination address is 626 E Broad Street. Any deviation for the destination address or the timeframes will result in your personal account being charged and not covered by the UR Transportation.

How do I register?

Anyone with a Richmond.edu e-mail is eligible.

Submit the form on the Transportation website to allow UR Transportation to share your name and e-mail address with Uber.

Download the Uber app if you do not have done so.

Uber will provide an invitation to join the Uber-Richmond business account.

What if I do not own a phone?

UR Transportation will provide a link on their website to on-line Uber to schedule a ride.

Am I responsible if I schedule a ride and I don't show up?

There is a \$5.00 cancellation fee that will be passed thru UR Transportation to the passenger who requested the ride if the request was not cancelled and the passenger just did not show up.

Is there another way to get to URD?

You can still get to URD using the Willow Lawn Express in the am and the Evening Circuit which connects to the Pulse. More information on these routes are on the UR Transportation website.

Transportation Stewardship- Providing efficient future transportation options to meet experiential educational opportunities.