

## **NJ 211 Ride United Tropical Storm Ida FAQ**

### **Q) What is Ride United Access?**

Through a partnership with United Way Worldwide, Uber and Lyft, NJ 211 is happy to offer free or reduced cost transportation access for Tropical Storm Ida in the state of New Jersey. Transportation is available throughout New Jersey where Lyft or Uber is available, for anyone who was impacted by Tropical Storm Ida.

### **Q) Who is eligible for a ride?**

A) Anyone who is 18 years or older, or riding with an adult, in the state of New Jersey impacted by Ida is eligible for transportation through the Ride United program if rideshare is available in your area. If a rideshare vendor is not available in your area, NJ 211 may have other transportation options available.

### **Q) How can I request a ride?**

A) How can I request a ride? A) You can text NJIDARIDE to 898-211 to request a ride or you can dial 2-1-1 or 877-652-1148. When calling, select the prompt for Tropical Storm Ida (2-4), and then (1) for Transportation Assistance. You will connect with a trained 211 Specialist who will assist with your needs.

### **Q) How do the rides work?**

A) Ride United offers two options for rides. A NJ 211 will provide coupon code that you can use on your own app on your smartphone device, or they may schedule a ride for you.

### **Q) When can I request a ride?**

A) You can request a ride with 24 hour notice. Coupon codes are valid until September 30, 2021. For a 211 to schedule your ride, your appointment must be within 7 days.

### **Q) My ride is scheduled. What do I do now?**

A) Once a ride has been scheduled, Lyft and Uber recommends riders wait outside the pickup location 15 minutes prior to their scheduled ride. A driver may arrive approximately 15 minutes before or after the scheduled time, based on distance and traffic. A driver will only wait a couple of minutes before canceling the ride. You may reschedule your ride in the event this happens.

### **Q) Who is best suited to receive a coupon code?**

A) If you have a smartphone with cellular data and the technical knowledge on how to download and use phone apps, and/or already have the Uber app installed in your phone, you are the perfect candidate for coupons. Coupons allow you the flexibility to schedule your own rides to and from your destination at your own time.

**Q) How much is the coupon good for and what happens if one trip is more?**

A) One coupon is good for two trips; each trip has a cap of \$25, with a total of \$50 for the coupon. Trips exceeding \$25 must be paid by the consumer via their payment method listed on their Uber account. Cost value of trips cannot be combined, for example: If your first trip was \$20, this does not mean your second trip can be \$30.

**Q) How many rides can I request?**

A) Rides are limited to one promo code per user. Each promo code is valid for two trips worth \$25. Users requesting additional rides passed the initial request will be denied

**Q) How far can my driver take me?**

A) Ride requests are only available in the state of New Jersey. You must travel within NJ under this program. Each coupon is good for \$25 per trip; if your trip is greater than \$25, you will need to pay the difference.

**Q) How do I apply the coupon code?**

A) Instructions can be found on Uber's website: <http://t.uber.com/promo-help>

**Q) Who's best suited to have a 211 schedule their ride for them?**

A) Someone who does not have the ability to set up their own rides (i.e. limited or no technological know-how, no access to a smartphone, no internet/data plan, intellectual or developmental disability). NJ 211 may be able to schedule a ride for you within, you must allow 24 hours for this request to process, and cannot schedule greater than 7 days in advance.