

# NEED TO KNOW: CAR SERVICES

## TAXIS

[TaxiFareFinder.com](#) lets you estimate the rates of taxis worldwide.

## RIDESHARE APPS

### UBER

Uber is a rideshare app available in 57 countries that provides a range of service levels. For a full list of locations, pricing, and service offerings, please click [here](#). Below is a sample fare chart for New York City.

UBER COMPARISON CHART (NEW YORK)					
	uberX	uberXL	UberBLACK	UberSUV	uberT
<b>DESCRIPTION</b>	The low cost Uber	Low-cost rides for large groups	The original Uber	Room for everyone	Taxi and boro-taxi without the hassle
<b>FARE</b>	\$3 (BASE FARE) + \$0.40/MIN + \$2.15/MILE	\$4.50 (BASE FARE) + \$0.60/MIN + \$3.25/MILE	\$7 (BASE FARE) + \$0.65/MIN + \$3.75/MILE	\$14 (BASE FARE) + \$0.80/MIN + \$4.50/MILE	Use Uber to request a taxi. Payment not included. Be sure to pay the driver.
<b>MIN. FARE</b>	\$8	\$12	\$15	\$25	
<b>CANCELLATION FEE</b>	\$10	\$10	\$10	\$10	
<b>SAMPLE VEHICLES</b>	Chevrolet Suburban, Toyota Camry, Lincoln Town Car	Toyota Sienna, Ford Taurus X, Chevrolet Tahoe	Chevrolet Suburban, Lincoln Town Car, GMC Yukon XL	GMC Yukon XL SLT, Lincoln Navigator SUV, Yukon Excel	Taxi
<b>SURGE PRICING</b>	Uber rates increase to ensure reliability when demand cannot be met by the number of drivers on the road. At times of high demand, the number of drivers Uber can connect users with becomes limited. As a result, prices increase to encourage more drivers to become available. Prior to ordering an Uber during surge pricing, users will have the chance to accept higher rates.				

### UBER FOR BUSINESS

Uber for Business is a travel management platform that helps get teams wherever they need to go. Features include:

- » Centralized billing: one payment source linked to all employees
- » Team management: complete control over who is riding

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- » Increased transparency: see how employees travel in a new light
- » Seamless travel: the same Uber

Learn more [here](#).

## LYFT

Lyft is another rideshare app located in cities nationwide. Please click [here](#) for a full list of cities.

LYFT COMPARISON CHART (NEW YORK)

	Lyft	Lyft Plus	Lyft Line
<b>DESCRIPTION</b>	The original ride that started it all. Whether solo or with up to three friends, Lyft is your personal ride. Available nationwide.	Our six-passenger ride for when you need more space or want to roll with all your friends. Available nationwide.	Share the ride with others going the same way for a lower price. Available first in New York, Los Angeles, and San Francisco.
<b>FARE</b>	\$3 (BASE FARE) + \$0.40/MIN + \$2.15/MILE	\$4.50 (BASE FARE) + \$0.60/MIN + \$3.25/MILE	10% - 60% cheaper than normal fares
<b>MIN. FARE</b>	\$8	\$12	n/a
<b>CANCELLATION FEE</b>	\$10	\$10	\$10, \$1 for repeated Lyft Line cancellations
<b>PRIME TIME</b>	When ride requests greatly outnumber available drivers, Lyft's system will automatically turn on Prime Time. Prime Time gives Lyft drivers a greater incentive to drive when users need them most. It adds a percentage of a user's ride total to the base amount, and encourages drivers to get on the road at the busiest times.		

## LYFT FOR WORK

Lyft for Work allows companies to pay for work-related transportation, including commuting and special events, allowing their employees to access friendly and affordable rides at the tap of a button.

Learn more [here](#).

## TOWN CAR SERVICES

Town cars provide personal and comfortable chauffeured services to travelers that go above and beyond taxis and ride share apps. Services include point-to-point transportation, shuttle services, airport transfers, meetings and events, and VIP services to name a few. Travelers also have more options in terms of vehicle type like luxury sedans, hybrid vehicles, SUVs, limousines, shuttle buses, vans, luxury lim coach, or coach bus. Contact your FROSC agent to learn more about our town car partners.

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**CAR SERVICE COMPARISON CHART**

	<b>Taxi</b>	<b>Rideshare</b>	<b>Car Service</b>
<b>HAILING</b>	You can either call a cab company or hail a cab on the curb.	After setting your location within the app, you will receive an arrival estimate from the driver. The driver's photo, name, and vehicle description will be available once you request a ride. You can also input your destination to estimate your fare.	Riders must reserve car services in advance by calling individual companies.
<b>DRIVERS</b>	Drivers and vehicles undergo a background check and inspection conducted by the city. Chauffeur licenses must be obtained and companies must pay an annual licensing fee of \$25,000. Commercial liability coverage is about \$333,000. Quality of the driver is unknown.	Most drivers do not need a chauffeur license. Part-time drivers will need to pay a \$10,000 licensing fee. Drivers and vehicles are inspected by their companies and records must be available on demand by the city. Uber and Lyft require drivers to have personal auto insurance and claim to offer excess liability insurance of \$1 million per incident. Apps provide a rating for each driver and you have the option of canceling a ride.	Drivers are dedicated chauffeurs who treat clients with a higher touch of service. Chauffeur licenses must be obtained to operate vehicles. Insurance requirements vary by state; however, it is generally more than rideshare drivers and most trusted brands cover up to at least \$20,000,000 in liability insurance. Background checks, random drug and alcohol screening, and defensive driver training are typical requirements of car services. Vehicles are replaced as frequently as every 3 years for passenger vehicles and every 5 years for specialty vehicles. Random vehicle inspections are performed to ensure consistency of service.

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**CAR SERVICE COMPARISON CHART**

	<b>Taxi</b>	<b>Rideshare</b>	<b>Car Service</b>
<b>PAYING</b>	Pay with either cash or a credit/debit card. Some drivers will prefer cash. Tipping is not included.	Riders will have to register their credit/debit with the app, which means no cash is exchanged or any cards swiped. Receipts are automatically sent via email or in the app. Tipping is included. When there is high demand, there is surge pricing for rides that can be 1.25 to 8 times the regular fare. Apps will notify riders of surge pricing	Riders typically pay at booking. For transfers, riders are typically charged a flat rate. As-Directed service is billed hourly using a “garage-to-garage” calculation, which means that time is added to the trip to account for a vehicle’s travel time to a pickup location and back.
<b>RIDING</b>	By law, taxis must serve all areas of the city.	Drivers can decide who they want to pick up and are not required to serve all areas.	Car services provide an elevated experience level and are required to service any area or client they are assigned.
<b>TROUBLESHOOTING</b>	Riders can call the cab company with the taxi number to file a complaint.	After each trip, apps will ask riders to rate their driver where they can voice their complaints. Emailing customer service with issues is also possible.	Riders will have to call the car service company they booked with or email customer service. Some car services have their own apps.