

Using Uber and Lyft at Collington

November 28, 2019

Residents and visitors often use Uber and Lyft as transportation to and from Collington. The Building Committee, with the Sign Project and Transportation subcommittee, offers these suggestions for residents who may be using these services.

WHAT YOU NEED TO KNOW and VOCABULARY

- Uber and Lyft are known as ride-hailing services, where the Driver and car are provided.
- To request a ride with a Uber/Lyft Driver you must (1) have a smartphone with a cellular data plan (text/email), (2) download and know how to use their App and (3) have a credit card on file.
- Billing for all ride-hailing services, as well as Driver tipping, is done to the credit card you entered when setting up your account (see below). The rates for a ride may vary slightly between Uber and Lyft.
- Drivers can handle luggage, walkers, foldable wheelchairs and foldable rollators as long as you can transfer yourself into a car without assistance. Service animals can be accommodated with their riders.
- You can cancel your ride request within 2 minutes of being accepted and not be charged a fee.
- It will be helpful if you tell your Driver what you are wearing so you can be easily recognized
- The advantage to being picked up at Security or the Clocktower is that you can wait inside and have access to a telephone.

WHY COLLINGTON HAS A UNIQUE CHALLENGE and HOW TO ADJUST

Collington does not have street names, our signs may be difficult to read, and they are misleading. Neither the 'Clocktower' or 'Security' appears on any directional signs within Collington. 'Community Center' will get the Driver near the Clocktower entrance and 'Pool & Fitness' will get them to the Security desk.

Every location within Collington appears as an 'Unnamed Street' on Internet maps. We actually look like a green field with grey lines for our roads, and gray blocks for our buildings. Your smartphone screen, and your

Drivers screen, will show its location as a dot on this green and gray landscape. Some Drivers may be able to navigate to your smartphone, others will need detailed driving directions from you (see below).

The good news is that “Collington, A Kendal Affiliate” appears on Internet maps and will take ride-hailing Drivers to the Lottsford Road gatehouse. You will need to inform your Driver what they should say to Security at the gate. For example, “I am an Uber driver here to pick up Mary Smith at the apartments.”

Once Security let's your Driver through the gate, Drivers will need additional detailed instructions from you. Below are examples of the detailed instructions you could give your Driver depending on where you wish to be picked up.

DETAILED DRIVING DIRECTIONS

Once Security let's your Driver through the gate:

- For pickup at the Clocktower: ‘go **straight** to **next gatehouse** and **STOP** sign, go **straight** ahead to **second STOP** sign then **100 ft** on **right** for pickup at **first white columned** entrance.’
- For pickup at the apartment entrance: ‘go **straight** to **next gatehouse** and **STOP** sign, **turn left**, go **3/4 mile** to **end of street** and **through parking lot** to **white columned** entrance.’
- For pickup at Security desk: ‘go **straight** to **next gatehouse** and **STOP** sign, **straight** and **turn right** at **first street**, **through parking lot** and **up the hill** to building entrance at top of circle.’
- For the 1000s cottage parking lot: ‘go **straight** to **next gatehouse** and **STOP** sign, **turn left**, then **turn right** at **first street**.’
- For the 2000s cottage parking lot: ‘go **straight** to **next gatehouse** and **STOP** sign, **turn left**, then **turn right** at **second street**.’
- For the 3000s cottage parking lot: ‘go **straight** to **next gatehouse** and **STOP** sign, **turn left**, then **turn right** at **third street**.’
- For the 4000s cottage parking lot: ‘go **straight** to **next gatehouse** and **STOP** sign, **turn left**, then **turn right** at **fifth street**.’
- For the 5000 cottages: ‘go **straight** to **next gatehouse** and **STOP** sign, **turn left**, then **turn left** at **second street**.’
- For the 5100 cottages: ‘go **straight** to **next gatehouse** and **STOP** sign, **turn left**, then **turn left** at **third street**.’

You may be charged an extra \$3.00 Service Fee because your pick-up location is not on Lottsford Road.

Cellphone coverage can be difficult on the Collington campus - texting with your Driver is another good option.

SMARTPHONE - Getting Started and Helpful Hints

It is best to choose a credit card and establish your account a day or two in advance of your first ride. Once you download the App to your smartphone, go to 'Settings' and enter your Home Address as "Collington, A Kendal Affiliate 10450 Lottsford Road, Mitchellville, Maryland" which will direct the driver to the Lottsford Road entrance.

When you need an Uber/Lyft ride, it is best to start the process at least 15 minutes before you wish to leave.

1. Call Security (x2020 or 301-560-3601) letting them know where you will be for the Driver pickup - Clocktower, apartment entrance, Security or cottage parking lot. **Do not ask Security to give your Driver directions.**
2. access your App,
3. enter your destination and the various price options will come up immediately
4. then select a vehicle/Driver - you could be offered a standard car, pool car/shared ride, comfort car, etc.
5. It may take a minute or two for a Driver to be found and accept your request.

It is best to ask your Driver to call or text you for detailed directions (see above) once near the Lottsford Road entrance.

You need to be at your pickup location (cottage parking lot, apartment parking lot, Security desk, Clocktower entrance, etc.) with your smartphone, **before** your Driver enters Collington. You may be able to see your Driver approach as a symbol on the screen of your smartphone. Keep in mind that the system is taking your Driver to the location of your phone, not an address.

The Driver will see a dot on their phone where your device with the App is located. This dot will appear in an open field with dark gray lines and

squares. **The Driver will find you by using the detailed driving directions you provide.**

It's best to keep the driver on the phone until you meet. The good news is that you may see your Driver's car on your device as a moving spot and track the car's progress to your location.

If you are not ready and waiting, after 2 minutes the Uber/Lyft GPS system "sees" its car has not moved and will begin charging a waiting fee. If the driver has to wait 5 minutes or more, the driver can cancel your ride and charge you \$5-10. This is why you need to be at the pickup location waiting for your car.

At the end of your ride you will be asked to rate your driver, make a comment and tip. Tipping is optional; you may either tip your Driver in cash or include the tip in your Uber/Lyft credit charge. Be aware that Drivers also rate Riders which may adversely affect how willing future Drivers will be to accept your request.

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