

Discussion Guide

Ridesharing Safety



Overview

More and more people are using ridesharing services each year. This is especially true for university- and college-age adults. According to a Pew Research Center survey conducted in the fall of 2018, roughly half (51%) of U.S. adults between the ages of 18 and 29 say they have used a ridesharing service like Uber.¹ As this mode of transportation becomes more common, it's important for safety advocates to educate students and community members on how to be safe when using rideshare and encourage them to practice safe behaviors.

Discuss

Begin with a show-of-hands question: *Who has ever used a rideshare app?* If some students are unfamiliar with this type of app, explain that rideshare apps like Uber connect riders with drivers for easy car service. Next, invite students to share a few words about a recent experience. Ask:

- *Why did you choose ridesharing?*
- *When are good times to choose ridesharing?*

- *What strategies do you use to be safe when using a ridesharing app?*

Remind students that regardless of whether they use ridesharing frequently or take occasional trips, it's important that they practice safe behaviors every time they ride, including always checking the license plate, make, and model of the vehicle, and the driver's identity before getting into a car.

Handout

Distribute copies of the *Ridesharing Safety Tips* handout and review the best practices listed on it with the group. Show the "Check Your Ride" video (URL below), review the Uber Community Guidelines (URL below), and allow students time to explore the safety features of different rideshare apps. Ask students:

- *What do you think of these tips?*
- *Do you always follow them?*
- *What could you do to be safer?*
- *How can friends help keep each other safe in ridesharing situations?*

Wrap-Up

Share with students that community safety begins with personal safety, but grows with participation from as many members of the community as possible. It's important that we all take care of each other. Invite students to suggest ideas for how they will share ridesharing safety tips with others. Possible ideas could include posting copies of the student handout on community boards around campus; highlighting ridesharing safety tips via their social media feeds; and pledging to make sure all their friends know the basics of ridesharing safety.

Share Out

Share this part of the toolkit with community members who play an important role in helping students stay safe on and off campus such as campus police/safety/security offices, student housing offices, student affairs offices, fraternity/sorority advisors, and health services administrators. Expand your outreach to include club and restaurant owners, apartment managers, mall managers, theater managers, and others at places where students frequently request a ride.

Key Facts¹

36% U.S. adults that say they have used a ridesharing service like Uber.

51% Adults ages 18-29 that say they have used a ridesharing service like Uber in the U.S.

DESPITE THE RARITY OF UNSAFE RIDES, ALL RIDESHARE RIDERS SHOULD LEARN HOW TO AVOID UNSAFE SITUATIONS BY USING THE SAFETY TOOLS BUILT INTO MANY RIDESHARING APPS.

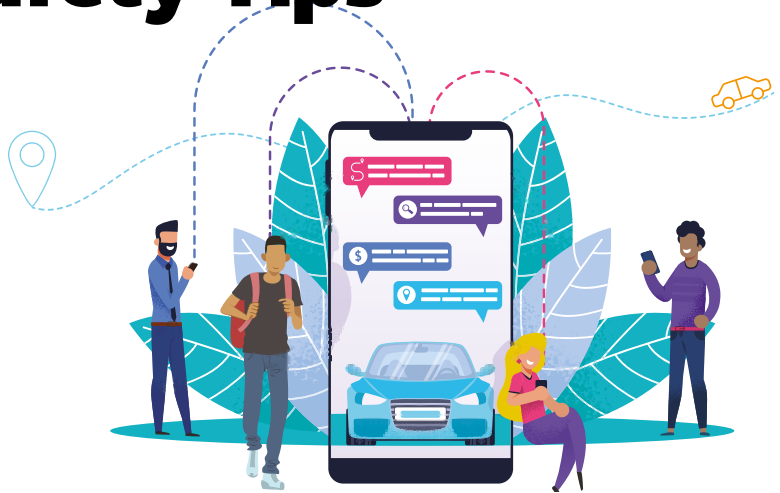
Uber Resources

- Community Guidelines: uber.com/safety/uber-community-guidelines
- Check Your Ride: uber.com/newsroom/checkyourride
- Check Your Ride Video: bit.ly/check-your-ride-uber
- Law Enforcement Support (24/7): lert.uber.com

¹ Pew Research Center, pewresearch.org/fact-tank/2019/01/04/more-americans-are-using-ride-hailing-apps/

Ridesharing Safety Tips

THERE ARE IMPORTANT ACTIONS THAT YOU CAN TAKE TO HELP YOU STAY SAFE WHILE RIDESHARING. CHECK OUT THE TIPS BELOW. WHAT CAN YOU DO TO BE A SAFER RIDER?



- 1. Plan ahead.** Before you request a ride, think about where you're headed and review the safety features in the app so you know how to use them.
- 2. Request your ride inside.** Avoid spending unnecessary time outside alone with your phone in your hand. Instead, wait indoors until the app shows your driver has arrived.
- 3. Check your ride.** Before you get in the car, check that the driver, car, and license plate all match what's listed in the app. Uber rides can only be requested through the app, so never get in a car with a driver who claims to be with Uber and offers a ride.
- 4. Be a backseat rider.** If you're riding alone, sit in the backseat. This ensures you can safely exit on either side of the vehicle to avoid moving traffic, and it gives you and your driver some personal space.
- 5. Buckle up.** The Centers for Disease Control and Prevention (CDC) report that seatbelt use is the most effective way to save lives and reduce injuries related to car accidents.
- 6. Share your trip details with a friend.** While en route, tap "Share status" in the Uber app to share information about your driver, car, and location with a friend or family member, regardless of whether they have an Uber account. They can track your trip in real time and verify you've arrived safely.
- 7. Protect your personal information.** There's no need to share your phone number or other contact information with your driver. If a rider and driver need to contact each other, the Uber app automatically anonymizes both phone numbers to protect everyone's privacy.
- 8. Follow your intuition.** Trust your instincts and use your best judgment when riding. And if you ever feel you're in an emergency situation, call 911 immediately.
- 9. Be kind and respectful.** Please respect your driver and his or her car.
- 10. Give feedback on your trip.** Your feedback helps improve the ridesharing experience for everyone. Uber's 24/7 global support team reviews feedback and will follow up with appropriate action on any reports of conduct that violate its community guidelines.

Take Care of Each Other

How can you look after your friends (and vice versa) when it comes to ridesharing? Here are a few simple tips:

- Ride with a friend.
- Use the app to share your trip tracking details with a friend.
- Tell a friend where you're going and what time you expect to be there.
- Ask your friend for their ride details.



HELP GROW A SAFER COMMUNITY! SHARE THESE SAFETY TIPS WITH FRIENDS AND FAMILY.