

**Comparison between MetroAccess and Lyft/Uber** (from Car Free Living meetings).

	<b>METROACCESS</b>	<b>LYFT/UBER</b>
<b>Eligibility</b>	Residents who apply and whose doctors identify challenges for getting to public transportation. Must be within short distance of a Metro/Metro Bus stop (Riderwood qualifies as an origin or designation).	All residents.
<b>Scope of Service</b>	Shared ride, in line with a fixed bus or Metro route; May not be direct trip.	Nearly anywhere. Door to door.
<b>One-way fares</b>	\$4.50 per trip anywhere in service area.	Distance based; typically, a trip of 5 miles is around \$20.00.
<b>Tipping</b>	Not expected.	Expected.
<b>Travel Time</b>	Wait time and travel time may be affected by dropping off other passengers; they can subcontract with Lyft/Uber or other providers if accessible vehicle is not required.	May wait 10 minutes for ride, once in the vehicle the same as a car.
<b>Scheduling</b>	Trips need to be pre-scheduled; at least the day before, up to a week ahead. Last-minute trips are not possible.	Trips can be scheduled in advance or just before the trip. Last minute trips possible.
<b>Cancelling</b>	No penalty if canceled in advance (check their website for details).	Cancel anytime, but after your credit card is charged, there may be a cancellation fee.
<b>Ability to use</b>	Vehicles fully accessible; drivers are expected to support riders getting in and out of vehicle.	Typically limited to walkers and rollators. Drivers are not expected to help riders enter and leave vehicle.
<b>Mobility devices</b>	SUV/Vans can accommodate all, including wheelchairs.	Rollators may have to be folded up; wheelchairs are not usually transported.