

Uber Kyle \$3.14



What is the Uber Kyle \$3.14 program?

The Uber Kyle \$3.14 program is a partnership with the Uber rideshare platform to provide transportation options to all Kyle residents and visitors. Riders can take a trip to anywhere that begins and ends within Kyle City Limits, for the small price of \$3.14. The Uber Kyle \$3.14 program will subsidize rides for up to \$10 per ride after you pay the first \$3.14 — though riders will be responsible for anything over the initial \$13.14 (\$3.14 payment and \$10 subsidy). Riders are issued **1 monthly voucher that is valid for 10 one-way trips** through the City's mobile app.

The program also provides one round-trip from Kyle to the Austin Veterans Administration, 7901 Metropolis Dr., for \$3.14, as well as two one-way trips to and from Austin-Bergstrom International Airport per person, per month for 31.4% of the ride cost.

The Uber Kyle \$3.14 Program also offers **Wheelchair Accessible Vehicles** through **MT Connect** for the same rider cost of \$3.14.

How It Works

1. Download the Uber App on [Google Play](#) or [Apple App Store](#) & create an account. If you have an existing Uber account, make sure your app is updated.
2. Download the City of Kyle app on [Google Play](#) or [Apple App Store](#) & select "Uber Kyle \$3.14."

3. Select "Get Voucher." You will then be prompted to enter information and "Accept Voucher."
4. After accepting the voucher, use the Uber app to enter a destination. If the voucher information is applied, the discount will appear above the "confirm" button.

MT CONNECT - Wheelchair Accessible Vehicles

The Uber Kyle \$3.14 Program now provides greater wheelchair accessibility. The City also has a contract with MT Connect (Maruti Transportation Group). Riders who require a Wheelchair Accessible Vehicle can request a ride by calling the MT Connect call center at 210-227-1900, dial option 4.

Safety Tips

- Request your ride while you are still indoors if possible.
- Every time you take a trip with Uber, please make sure you're getting into the right car with the right driver by matching the license plate, car make and model, and driver photo with what's provided in your app.
- Have the driver confirm your name before you get into the car. Your driver sees your first name in the app, and your driver's first name is displayed to you in your app.
- Whenever possible, sit in the back seat, especially if you're riding alone. This helps ensure that you can safely exit on either side of the vehicle to avoid moving traffic, and it gives you and your driver some personal space.
- Always wear your seat belt.
- While on route, tap [Share trip status](#) in the app to share your driver's name, photo, license plate and location with a friend and/or family member. They will receive a text or push notification that tracks your trip and ETA.
- Follow your intuition. Trust your instincts and use your best judgment when riding with Uber. If you ever feel that you're in an urgent situation, call 911 by using the [Uber's Safety Toolkit](#) located in your app. Anytime you call 911 from the Uber app, the app provides you with your real-time location and trip details that you can share with the dispatcher.
- As outlined in [Uber's Community Guidelines](#), please respect fellow passengers and your driver and car.
- Give feedback about your trip. After each trip, you're asked in the app to rate your trip. Your feedback helps keep Uber safe and enjoyable for everyone. If you ever experience a safety issue on a trip, please report it to Uber. Their 24/7 response team will follow up. And remember, on every trip you can tap the shield icon in the app to access [Uber's Safety Toolkit](#) and get help whenever you need it.

Frequently Asked Questions

Related Questions

What is the service area?

Any trip that begins and ends within Kyle City Limits or is a location covered by the Uber Kyle \$3.14 program — such as the Austin Veterans Administration, 7901 Metropolis Dr., or Austin-Bergstrom International Airport. If you are unsure if the location is within City Limits, use this [interactive map](#) to check.

When is Uber Kyle \$3.14 valid?

24/7 — Any day of the week at any time.

What if I want to go outside of the service area? Is the discount valid until I'm outside of that area, or do I have to pay for the whole trip?

If you travel outside the service area —the service area includes anywhere within Kyle City Limits as well as one round-trip to the Austin Veterans Administration, 7901 Metropolis Dr., and two trips per month to and from the Austin-Bergstrom International Airport — the Uber Kyle \$3.14 promotion will not apply and you will be responsible for paying the entire fare.

Who are the participating providers?

The current participating provider is Uber and MT Connect for Wheelchair Accessible Vehicles.

Can anyone use Uber Kyle \$3.14?

Yes, anyone over 18 can use Uber Kyle \$3.14.

Is there service for riders with disabilities?

The Uber Kyle \$3.14 Program also offers Wheelchair Accessible Vehicles through MT Connect for the same rider cost of \$3.14. Riders who require a Wheelchair Accessible Vehicle can request a ride by calling the MT Connect call center at 210-227-1900, dial option 4.

How long can I expect to wait for my ride to show up?

Wait times can vary. Most rides will be a 10-15 minute wait but depending on how many drivers are currently in the area, as well as what kind of vehicle is requested, wait times may be longer.

How will I know the ride is on the way? Can I track it?

Yes, you can track your trip on the Uber app.

Will I owe money during peaks times when Uber often charges more?

It's possible that trips taken with Uber Kyle \$3.14 could have surge pricing applied. But riders always see the cost of a trip (and the multiplier to standard rates if surge pricing applies) before requesting so they can ultimately make the decision not to use their Voucher in this scenario. Visit the [Uber website](#) for more info.

Do I need to tip my driver? Or is it included?

Tips are not included in the \$10 subsidy and are up to the discretion of the rider.

What are the cancel and no-show policies?

You may incur fees for cancellations or no-shows of a requested ride. These fees will not be covered by the subsidy. For details, review Uber's cancellation and no-show policy. For more information, go to the [Uber website](#).

Can I request a ride in advance?

For the Uber voucher to work, you must be at or by your pickup location when making the request. Rides that are booked in advance will not be eligible for the subsidy.

What do I do if the voucher doesn't work?

If the voucher doesn't work, make sure that the Uber app is up to date and that the trip starts and ends within city limits or is a location covered by the Uber Kyle \$3.14 program.

What if I do not have a smartphone?

To access the Uber Kyle \$3.14 program, users need a smartphone and an active Uber account.

How do I know using rideshare is safe?

Before anyone can drive with Uber in the US, they must complete a background check and drivers continue to be vetted every year. In addition, there is a zero-tolerance drug and alcohol policy. Uber also provides \$1 million liability insurance for all drivers and vehicles. If you do experience a safety incident, you can use the in-app emergency button to call 911 to get help if you need it. The app displays your location and trip details, so you can quickly share them with the 911 dispatcher. For more information, visit the [Uber website](#).

What is the safest way to wait for my ride?

- Always stand in the designated pickup Uber pickup location.
- Avoid spending time standing outside the designated pickup area.
- You can choose to wait inside until the app shows the driver is 2 minutes away and then can walk to the designated pickup location.
- Always observe your surroundings and be cautious.
- Never get into a car with someone who claims to be an Uber driver without asking to see identification or asking the driver to verify your name and destination.
- Use your smartphone flashlight (if needed) to confirm the license plate number and to clearly identify the driver.

[View All FAQ's](#)

Need Support or Have a Complaint?

If you have issues accessing or using the Uber Kyle \$3.14 program or have an idea for improvement, please reach out to us by calling **512-377-1458** or emailing UberKyle314 [at] cityofkyle.com (**UberKyle314[at]cityofkyle[dot]com**) and someone will be in touch within one business day.

Supporting Documents

- [City of Kyle Transportation and Rideshare Policies 19.38 KB](#)
- [Uber Kyle 3.14 Service Map 2021 269.53 KB](#)