

The Drake House

Teen Program Rideshare Card Policy

Purpose

The purpose of this policy is to provide safe, reliable, and accessible transportation for teens enrolled in the The Drake House teen program. As part of this effort, rideshare cards (e.g., Uber gift cards) may be provided to families to facilitate transportation to and from program/school-related activities. This policy outlines the rules, expectations, and safety requirements for use of these cards—including the use of Uber’s Teen Account feature.

Eligibility

- Teens must be enrolled in high school.
- Teens must be between the ages of 13 and 17.
- Transportation support must be directly related to program/school activities.

Card Distribution

- Rideshare cards will be issued directly to the mother of the enrolled teen.
- Cards will be distributed on an as-needed basis, based on transportation needs and program funding.
- The amount loaded on each card will depend on estimated travel frequency.

Rideshare Account Setup & Requirements

For Parents/Guardians:

- Parents must create an Uber Family Profile and invite their teen to join as a Teen Rider (ages 13–17) through the Uber app.
- Only Uber accounts with Family Profiles and Parental Supervision features activated may be used.
- Parents will:
 - Receive real-time ride notifications.
 - Have access to ride details and driver information.
 - Be able to track rides in real time.

For Teens:

- Teens must accept the invite to join their parent’s Family Profile using their own Uber account (set up with their phone number and email).
 - Teens must follow all rules and expectations for teen riders (see below).
 - Teens may only use Uber Teen accounts for rides related to the program/school activities.
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Rules & Regulations for Teen Uber Accounts

Teen Uber Account Rules:

- Teen must be between 13 and 17 years old.
- All rides must be scheduled through the Uber Teen account linked to a parent’s Uber Family Profile.
- Teen riders can only ride alone using a teen account with screened, top-rated drivers (Uber selects drivers rated 4.84+ for teen rides).
- Teens may not use pooled/shared rides.
- Teens will have access to safety features, including:
 - Verified pickup PIN.
 - Ride tracking.
 - In-app safety toolkit (emergency assistance, ride details sharing, etc.).

Prohibited Teen Use:

- Use of rideshare cards or teen Uber account for non-program/school-related purposes (e.g., personal errands, visits, or unrelated events).
 - Allowing another person (teen or adult) to use the teen’s Uber account or the rideshare card.
 - Circumventing the Family Profile system by using an unmonitored or unlinked Uber account.
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Parent/Guardian Responsibilities

- Set up and monitor the Uber Teen account via their Uber Family Profile.
 - Ensure rides are scheduled only for program/school-related activities.
 - Review ride history and report any issues or misuse to Director of Youth Programs.
 - Educate their teen on safe rideshare practices and expectations.
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Teen Responsibilities

- Use rideshare cards and the Uber Teen account only for approved transportation to and from the teen program/school.

- Follow appropriate behavior during all rides:
 - Remain respectful to drivers.
 - Keep seatbelt on during the ride.
 - Do not engage in unsafe or inappropriate conduct.
 - Follow all in-app safety protocols, including verifying the vehicle and driver before entering.
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Safety Guidelines

- Teens must confirm the following before getting into the car:
 - Driver's name and photo.
 - Vehicle make, model, and license plate.
 - Driver shares a 4-digit PIN before the ride begins.
 - Teens should wait for rides in a safe, public, well-lit area.
 - If a teen feels unsafe at any time, they should exit the vehicle if possible and contact a parent or program staff member immediately.
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Monitoring & Compliance

- Program staff may request ride summaries or monitor general usage patterns.
 - Parents are expected to report misuse or incidents to the Director of Youth Programs promptly.
 - Misuse or violation of the policy may result in:
 - Temporary or permanent suspension of rideshare card privileges.
 - Disciplinary action within the program.
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Acknowledgment

All parents/guardians must sign a **Rideshare Use Agreement**, acknowledging:

- Their understanding of the policy.
- Agreement to the rules of Uber Teen account use.
- Consent to receive and manage rideshare cards on behalf of their teen.