

Common robotaxi questions and mistakes

Riders new to robotaxis often misread the status, the service area and the price. Check the listing status, confirm the zone in the app and ask the operator if you need wheelchair access.

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The most common mistake is mixing up the four status labels. Public means anyone can hail a ride. Waitlist means you join a queue. Testing means only staff and invited test riders ride. Announced means the operator has said it will come but nothing is on the road. Always check the status before you plan a trip. The site's Can I ride a robotaxi here tool answers this question for any city that has a listed service.

The second mistake is assuming the service area matches the whole city. The service area is the zone the operator publishes on its own page. It might be a few neighbourhoods, one district or a set of corridors. The city boundary does not matter. What matters is where the app lets you start and end a trip. Open the operator's app after you download it and check the zone on the map.

The third mistake is assuming a price appears on every listing. Most operators do not publish a per-mile rate. They set fares inside the app based on distance, time and demand. The listing shows a price note where one exists: fares set in the app, free rides or Uber pricing. A blank price cell is not an error. It means the operator has not published a figure.

The fourth mistake is forgetting to check the source date. Every listing names the date an editor last read the source URL. Coverage changes quickly. A service that was testing last month may be public this month. A listing checked long ago may be out of date. Look for the source checked date on each listing.

Questions to ask before you ride. Ask whether the service is driverless or has a safety monitor or driver inside. The listing shows this. The index has a wheelchair access field, but it is blank on the current listings. If you need a wheelchair-accessible ride, ask the operator directly.

Ask which app to download. Some services use their own app. Others work through Uber or Lyft. The listing names every app that hails the service. Download the app before you travel and create an account.

Ask about hours. The service hours field is filled on only a few listings. If it is blank, open the operator's app or page.

Ask about the price before you book. No listing shows a published rate card, so check the price in the operator's app.

Ask a qualified professional for advice on insurance, liability or any legal matter. This site is a directory, not a legal or financial service, and does not give advice.

Frequently asked questions

Is testing the same as public?

No. Testing means cars run with staff or test riders only. You cannot hail one. Only services with status public are open to everyone.

Where do I find the exact service area?

The listing describes the zone the operator publishes. The operator's app shows the live boundary. Check the app before you travel.

Sources

[Waymo service pages](https://waymo.com/waymo-one/) — <https://waymo.com/waymo-one/>

[Tesla Robotaxi](https://www.tesla.com/robotaxi) — <https://www.tesla.com/robotaxi>

[Zoox service pages](https://zoox.com/where-to-ride) — <https://zoox.com/where-to-ride>

[California DMV autonomous vehicle permit lists](https://www.dmv.ca.gov/portal/vehicle-industry-services/autonomous-vehicles/) — <https://www.dmv.ca.gov/portal/vehicle-industry-services/autonomous-vehicles/>