

## Campus Cab by Lyft – Full Program Details and Sign-Up Instructions

### @ TAPS Campus Cab

On August 1, 2022, Campus Cab will transition to Campus Cab by Lyft. Please see the FAQ's below with additional program details and instructions for signing up.

- **Who is eligible for Campus Cab by Lyft?**

Current UF faculty and staff members who are engaged in official UF business may use the service. Students, student employees, UF Health faculty and staff, and visitors are not eligible to use Campus Cab by Lyft.

- **How do I sign up for Campus Cab by Lyft?**

There are two simple steps:

- First, create a Lyft account using their free app. For a step-by-step guide on creating your account, please visit <https://help.lyft.com/hc/e/all/articles/115012926947-How-to-create-a-Lyft-account>.
- Second, all of our current Campus Cab customers will receive an email from Lyft Business at their UF address next week on Thursday, July 28. This email will contain a link to sign up for the UF Campus Cab by Lyft program – simply click the link and the program details will automatically be added to your Lyft account for future use.

- **How do I schedule a ride with Campus Cab by Lyft?**

Schedule rides directly through the Lyft app. Open the app, enter your ride details, and the “Campus Cab by Lyft” program discount will automatically apply to eligible rides. This will automatically bill TAPS for your eligible rides with no cost to your Lyft account. Please note that to be eligible for Campus Cab by Lyft coverage, rides must begin and end in the Campus Cab by Lyft service area (see next question for map) within the normal hours of operation and be taken for official UF business purposes.

- **Will Campus Cab by Lyft provide transportation to and from all the same locations?**

Yes, Campus Cab by Lyft will provide service to all the areas previously served by Campus Cab, plus a few new UF-owned properties on SW Williston Road and to the Gainesville airport. In addition, you will no longer need to wait at specifically-designated pickup points for your ride – you'll just enter the physical addresses where you'd like to be picked up and dropped off, and Lyft's drivers will handle the rest for you.

A Google map of the new service area is located here:

[https://www.google.com/maps/d/u/0/edit?mid=1UB\\_JTc38LkQYOq6P6o2BY7Ugqjs7AbQ&usp=sharing](https://www.google.com/maps/d/u/0/edit?mid=1UB_JTc38LkQYOq6P6o2BY7Ugqjs7AbQ&usp=sharing), and you'll also be able to find a copy of the service area map anytime by visiting our Campus Cab by Lyft page at <https://taps.ufl.edu/alternative-transportation/campus-cab/>.

- **What are Campus Cab by Lyft's hours of operation?**

Campus Cab by Lyft will be available Monday – Friday from 7:45am – 5:15pm.

- **Will rides be provided on-demand at the same date and time I want them, or can they be pre-scheduled in advance?**

Campus Cab by Lyft will primarily provide on-demand service – just open the Lyft app and request a ride whenever you're ready to go. However, the service will also allow pre-scheduled rides to be entered up to 7 days in advance of the date when transportation is needed. Please note that if you pre-schedule a ride, though, the Campus Cab by Lyft discount for that ride will not become available until the actual day of service. If your ride is eligible, the discount will automatically apply in your Lyft app once your driver arrives to pick you up.

- **Can I use Campus Cab by Lyft for personal trips as well as trips for official UF business?**

No, Campus Cab by Lyft service will be available only for official UF business trips. Eligible trips include business meetings, work-related classes, official events, or other UF business purposes. However, please note that personal trips are not eligible and cannot be funded by TAPS. Ineligible trips include riding to or from your workplace from a parking area at the beginning and end of the day, lunches, shopping or other personal errands. Violations of the intended use of the service may result in the discontinuation of your ridership privileges, so thank you for your compliance.

- **Can I take rides out of the Campus Cab by Lyft service area?**

To be eligible for Campus Cab by Lyft coverage, rides must begin and end in the Campus Cab by Lyft service area within the normal hours of operation and be taken for official UF business purposes. However, once you've created your Lyft account, you're welcome to use Lyft service to take rides anywhere you'd like at your own expense.

- **What will happen to any rides that I've already scheduled with Campus Cab?**

The current Campus Cab service will end after Friday, July 29, and any scheduled rides after that date will need to be rescheduled with the new Campus Cab by Lyft service beginning Monday, August 1. Rides may be requested on-demand whenever you need them or pre-scheduled up to 7 days in advance.

- **I have a question that wasn't included in this FAQ – how can I receive an answer?**

If you have a question that wasn't answered here, please email it to us at [campuscab@ufl.edu](mailto:campuscab@ufl.edu) and we will respond as soon as possible.

UF Transportation and Parking Services

[www.taps.ufl.edu](http://www.taps.ufl.edu) | (352) 392-PARK (7275)