

Good morning Campus Cab by Lyft customers! Following the first two weeks of Campus Cab by Lyft service, we wanted to reach out to you to provide some important information on several recurring questions that we've received about the new program.

1) Tipping your driver – is it required, and how does it work?

If you've taken a ride with Campus Cab by Lyft yet, you know that the Lyft app prompts riders to leave a tip for their driver upon completion of a scheduled ride. However, please be aware that tipping is never required as a condition for using the service, and any tip amount is always provided at the discretion of the customer.

If you do decide to tip your Lyft driver for great service, however, please keep in mind that the Campus Cab by Lyft program does not cover the cost of tips, only the basic cost of your ride. The amount of the tip will be charged to your personal account.

2) Can I take round trip rides or travel to multiple destinations in a single ride with Campus Cab by Lyft?

Unfortunately, Campus Cab by Lyft cannot provide round trip or multiple destination rides. Coverage under the new program only applies to rides for official business reasons which are traveling from point A to point B within the Campus Cab by Lyft service area.

However, if you need to schedule a round trip ride (traveling from point A to point B and then back to point A), or a ride to multiple destinations (such as point A to point B to point C), there are two available options to do that:

- You can schedule one ride to get you from your pickup to the first destination, and then schedule an additional second ride to take you from your destination back to the original pickup or to your next destination. The cost of this method can be covered by Campus Cab by Lyft program, and you can go to as many destinations as you'd like as long as you schedule each leg of the trip as a separate ride with one pickup and one destination.
- You can schedule the full round trip or multiple destination ride as one continuous ride with Lyft. If you choose to use this method, though, please be aware that the ride will be considered special service by Lyft and cannot be charged to Campus Cab by Lyft, so you'll need to pay for it at your own expense.

Please remember that when using the first method to ensure coverage of your rides under Campus Cab by Lyft, you may preschedule your additional rides in advance or schedule each additional ride on-demand as you reach your destinations.

3) Is it possible to pre-schedule rides with Campus Cab by Lyft?

Yes, although Campus Cab by Lyft is primarily designed to provide on-demand service, you can also pre-schedule your rides in the Lyft app up to seven days in advance of the date when service is needed. For a step-by-step guide to pre-scheduling with Lyft, please visit <https://help.lyft.com/hc/ko/all/articles/115013078668-Scheduled-rides-for-riders>.

For additional important information and our rider FAQ on Campus Cab by Lyft service, please visit <https://taps.ufl.edu/alternative-transportation/campus-cab/>.

If you have a question that isn't answered here or in our FAQ, please feel free to email us at campuscab@ufl.edu.

Sincerely,

UF Transportation and Parking Services

www.taps.ufl.edu | (352) 392-PARK (7275)