Princeton University
Lyft Portal

**Lyft business solutions**
Find the right transportation solution for your department’s needs.

**Managing your Lyft programs**
As a Lyft Business Portal administrator, you can create, edit, track, and invoice Lyft business solutions

**Lyft safety & accessibility**
Learn about safety & accessibility features built into Lyft’s services to ensure smooth transportation for all your riders.

**Get started with Lyft**
Lyft Business Solutions

**Concierge**
Web-based portal for booking trips on a rider's behalf. Riders receive all ride details via text message or phone call.

- Enables you to request rides for people who don't have the Lyft app
- A user-friendly booking interface compatible with any internet-enabled device

**Lyft Pass**
An automated way to move employees, students, visitors. Create a custom travel program for specific rider cohorts.

- Fully or partially cover the cost of rides for eligible riders with a custom-built transportation program
- Add date, time, location, and ride type restrictions
- Share Pass with riders via text, email, or Lyft promo code

**Business Profiles**
Allow faculty and staff to directly bill rides to a university account, toggling from their Personal Profile to Business Profile in the Lyft mobile app.

- Hassle-free expensing (integration available with Concur)
- A simple way for faculty and staff to separate business-related rides from personal rides
Lyft Concierge

Dispatch rides as needed on behalf of your department.
— rider personal Lyft account or smartphone not required.
**Guaranteed Ride Home**

**Non-emergency transportation**

Provides a ride home for Revise Your Ride participants in cases of emergency such as personal or family illness, or unscheduled overtime.

Participants can contact The Service Point team, whose staff can request a ride immediately or within 24-hours.

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**University Services**

**Office of the VP**

**Transportation arrangements**

Provides a comprehensive transportation experience for staff, consultants, and other guests between campus and other destinations.

University Services admin team can schedule rides in advance as needed by their department.

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**Occupational Health**

**Non-emergency transportation**

Provides transportation for employees to local medical facilities for impairment testing or other non-emergency medical needs.

UHS staff can requests ASAP rides to/from campus and local medical facilities, as needed.
A TRANSPORTATION COMMAND CENTER

✓ Set up on-demand, scheduled, or flexible rides for your riders.

✓ Ride details are sent to riders automatically via text or call—no smartphone or Lyft app required.

✓ Track rides to make sure your riders are getting where they need to go.
Type in your pick up and drop-off addresses and Lyft will complete the rest.

If there's a large venue, Lyft will suggest specific pick up points to make pick ups and drop-offs easier.
RIDE OPTIONS FOR EVERY NEED

- Send a ride now, which immediately requests a Lyft driver.

- Schedule rides up to 30 days in advance. We’ll send your rider a text reminder before their trip.

- With flexible rides, send a link to your rider so they can request their own ride at any point within 24 hours.

- Riders can cancel rides just by sending a text, saving your organization time and reducing no-shows.
You'll see the upfront price for the ride, offering you full pricing transparency.

As long as the pick up and drop-off locations don't change, you'll be charged this quoted price.

Additionally, you can see the estimated pickup times before requesting rides.
Drivers and riders are notified that rides are fixed: *pick up and drop-off locations cannot be altered.*

Lyft monitors and takes corrective action for user behavior that falls outside of Lyft Community and Platform guidelines.
The active rides tab shows you all rides in progress, so you can ensure your riders get to where they need to go.

Track all ride history on the All Rides tab.

The Alerts tab bubbles up rides that might need your attention. Easily request support at any time directly from ride cards.
Lyft Pass

Provide your department’s faculty, staff, students, and/or guests with partial or fully-subsidized rides based on criteria you set – rider Lyft account and smart phone required.
Campus Connections

Monthly

Fully-subsidized monthly pass offered to the campus community for reoccurring transportation needs between widespread University facilities not serviced by TigerTransit.

Once enrolled, riders receive access to 20 rides per month between set locations around campus. Passes are automatically reloaded at the start of each month.

Volunteer Opportunities

One-Time

Fully-subsidized round trip rides for a specific PACE volunteer event between Princeton’s campus and the event location. Destinations have included the Princeton Nursery School, Seed Farm, and Community Wellness Center.

Students sign up through PACE Center and are added via email to the One-Time Lyft Pass for the specific event. New passes are created for each event.

Off-Campus Care Program

Ride credits

Provides fully-subsidized transport for University students to and from off-campus therapy and medical appointments through Campus Life.

Students may submit a Safety-Net Fund application. Once approved and enrolled, students receive a unique code that can be used to cover up to $20 of a ride four times. Additional codes can be sent as needed.
CUSTOMIZATION IS KEY

- Set it up as a one-time or recurring pass.
- Set an expiration date and per ride subsidy so you never exceed budgets.
- Ensure control with more advanced ride restrictions such as location, time, and ride type.
Lyft Pass Rider Experience

Push notification or SMS

Lyft University has given you 50% off your rides for the program: Ride Smart - open the Lyft app to start riding.

Email

[University] gave you a Lyft Pass for [Program Name]

Activate your pass to start receiving benefits on eligible rides courtesy of [University].

In-app

Ride Smart

Amount remaining

2/2 rides left

Details

Max ride price: $10. Remaining balance will be charged to your default payment method.

Valid Feb 1, 12:00 AM - Mar 1, 12:00 AM
This pass is repeated monthly.

Every day: 9:00 AM - 9:00 PM

Pickups and drop-offs must be within the coverage area.

View coverage area

Valid on Standard Lyft rides only

Does not apply to rides with added stops
Maximize faculty/staff time while on the road by allowing them to automatically expense rides.

You’ll get full visibility into your department’s Lyft transportation spend so you can improve the traveler experience as well as ensure duty of care and policy adherence.

(Offered by the Travel team)
Travelers have a Personal and Business profile in their Lyft app to easily separate rides.

Travelers save time by auto-expensing to your department’s expense system.

For every $200 spent, riders earn 3% back in Lyft Cash and one free Priority Pickup upgrade.

Earn points and miles for every ride with Lyft travel partners.
Gain visibility into usage with ride reports

Require expense codes and notes to ensure policy adherence

Allow specified employees to charge rides directly to your department with Direct Billing
Managing Lyft Programs
MANAGE IT ALL IN ONE PLACE

✔ Manage multiple programs from the Lyft Business Portal.

✔ Customize each program to fit your specific needs.

• Reload frequency
• Rides or account credits
• Eligible ride locations
• Valid dates/times
MANAGE IT ALL IN ONE PLACE

- Gain visibility into program usage with detailed transaction reports.
- Manage and update program billing information as needed.
- Pay only for rides taken through Concur or University invoicing.
Safety and Accessibility
Safety and Security

DMV/Background Checks
- Criminal Record Check
- Driving Record Check
- SSN Verification

Critical Response Line
- Open 24/7
- In-app 911 button

$1M Insurance Protection
- Offers greater coverage than traditional ride services

Two-way Ratings
- Passengers will never have a driver more than once if they rate with 3 stars or fewer

Zero Tolerance Drug & Alcohol Policy
- Lyft has a zero Drug & Alcohol Policy and our incident response team flags and removes drivers who violate this policy

Children 17 and Under Policy
- Lyft accounts are restricted to 18 years and older. Children 17 and under cannot ride without an adult present. Car seats not provided.
Safety is built-in to every step of the experience

In-App 911
Alert 911 Silently
24/7 Support
Smart Trip Check-In
Accessibility

- Drivers are required by law and Lyft policy to transport riders who use foldable mobility devices.

- Drivers are required to assist riders in the storage of their mobility devices, unless physically unable to do so.

- Mobility devices include the following:
  - Foldable wheelchair
  - Foldable walker
  - Foldable scooter
  - Canes, crutches and other smaller assistive devices

- Both Lyft's service animal policy and the law requires drivers to accommodate riders with service animals.
Get Started with Lyft

Request a Princeton University Lyft Portal Administrator account.

https://transportation.princeton.edu/lyft-business-portal-request

Explore extensive Lyft administrator guides.

https://support.lyftbusiness.com

Have more questions or need help with your first Lyft program?

Reach out to the Lyft University Partnerships team

edu-ride-programs@lyft.com