

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

A woman with short dark hair, wearing a bright yellow jacket and a striped shirt, is smiling and looking out of the driver's side window of a red car. The car's interior, including the steering wheel and dashboard, is partially visible. The background shows green foliage and a person in a blue shirt.

DISPATCH SOLUTION

Lyft Concierge

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

LYFT CONCIERGE IN ACTION



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.



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.



Occupational Health

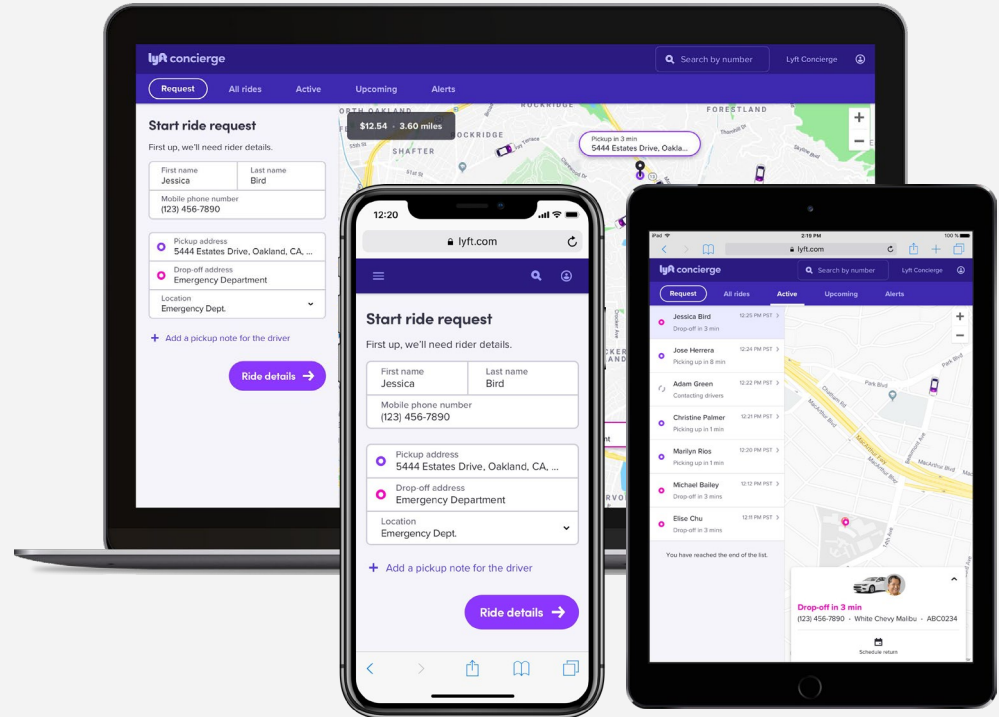
Non-emergency transportation

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

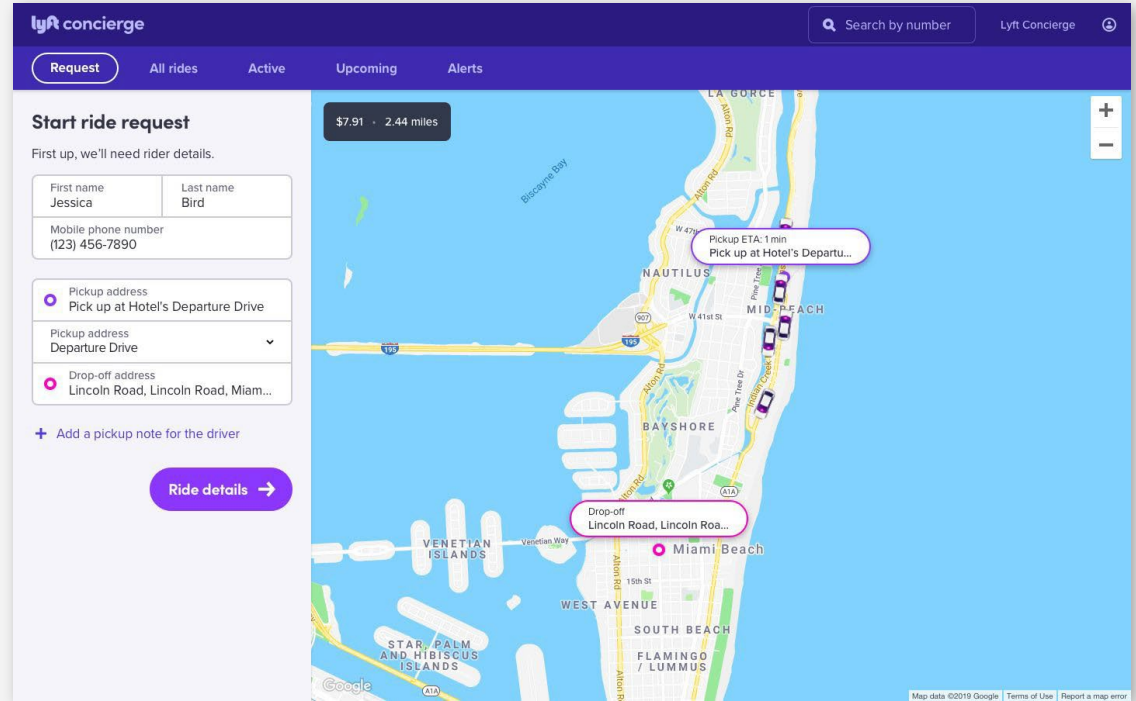
- ✓ Set up on-demand, scheduled, or flexible rides for your riders.
- ✓ Ride details are sent to riders automatically via text or call-no smartphone or Lyft app required.
- ✓ Track rides to make sure your riders are getting where they need to go.



PICKUP, DROP-OFF, AND VENUES

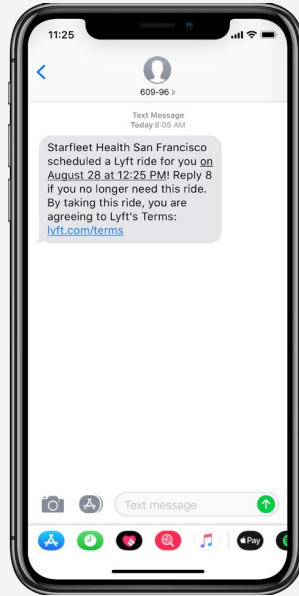
✓ Type in your pick up and drop-off addresses and Lyft will complete the rest.

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

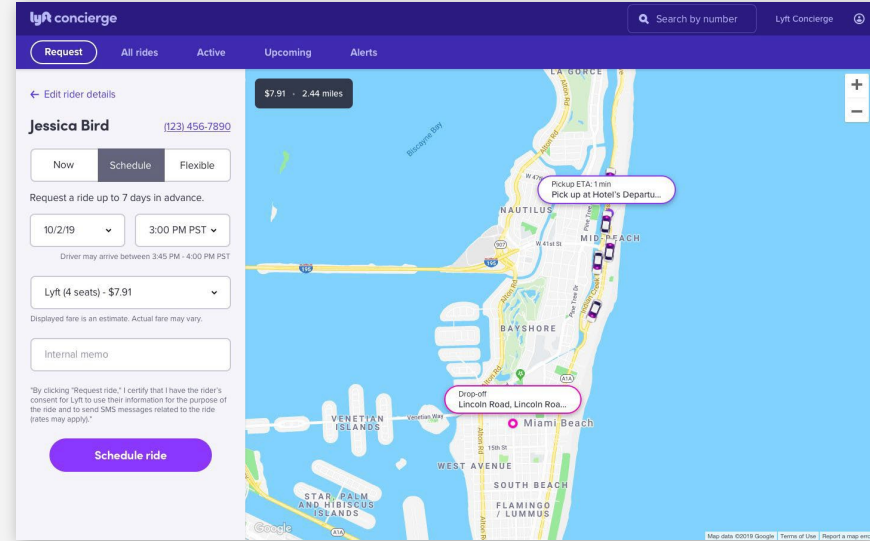


RIDE OPTIONS FOR EVERY NEED

- ✓ **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.**



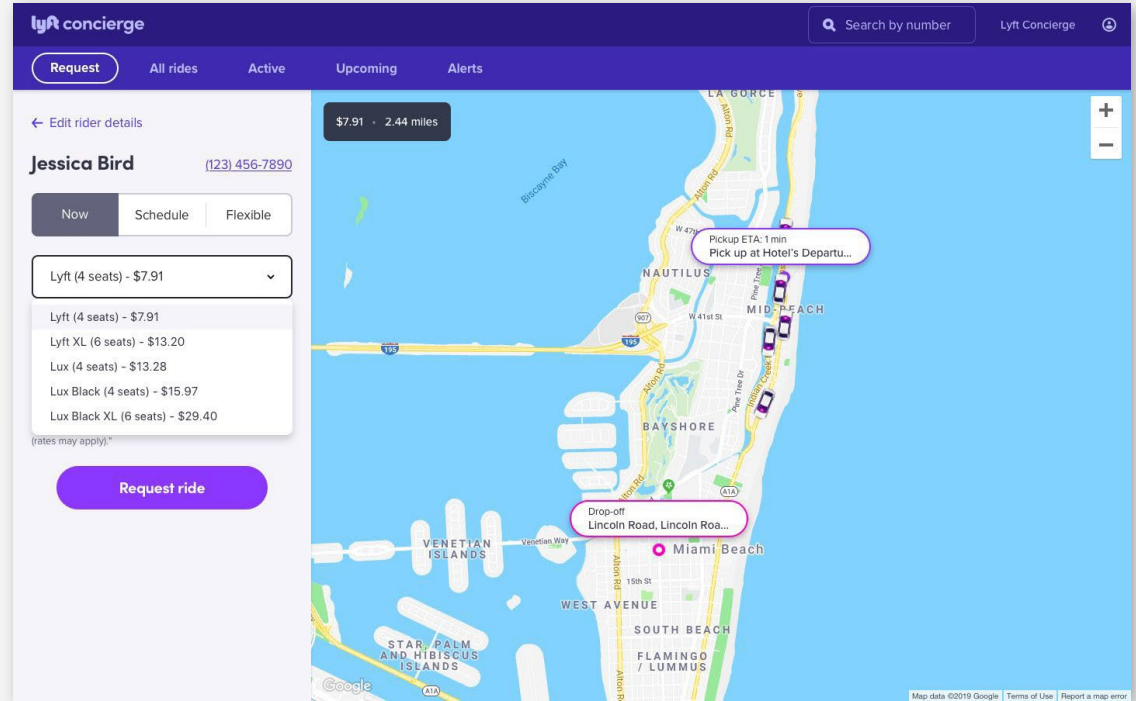
Rider Experience



Agent Experience

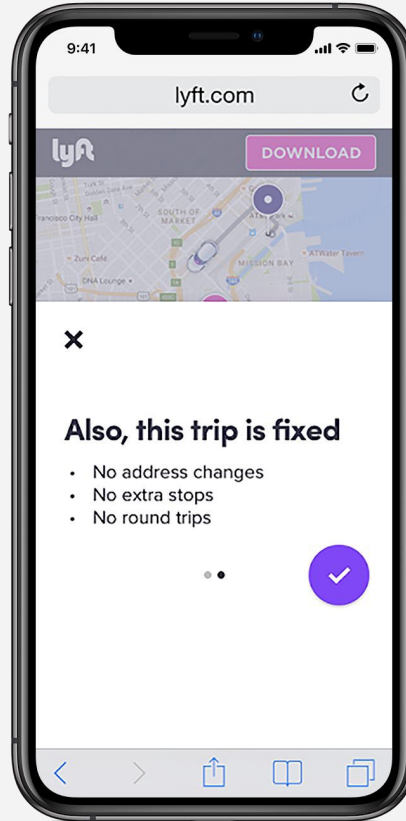
PRICING TRANSPARENCY

- ✓ 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.

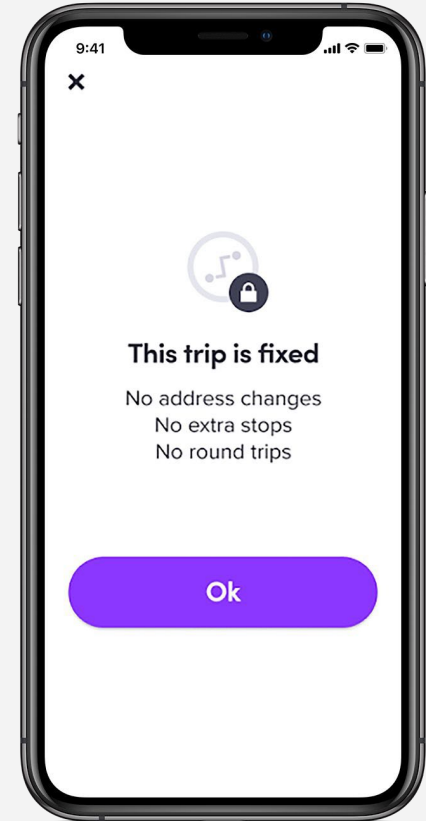


FIXED ROUTES

- ✓ 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.



Rider Experience



Driver Experience

KEEP TRACK OF YOUR RIDES

✓ 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.

The screenshot displays the Lyft Concierge app interface. At the top, there's a search bar and the Lyft Concierge logo. Below the search bar, there are tabs for 'Request', 'All rides', 'Active', 'Upcoming', and 'Alerts'. The 'Active' tab is selected, showing a list of rides in progress. The list includes names like Jessica Bird, Jose Herrera, Adam Green, Christine Palmer, Marilyn Rios, Michael Bailey, Elise Chu, and Dante Carter, along with their pickup and drop-off times. A map view is visible on the right side, showing a street layout with a yellow car icon indicating the current location of a ride. A pop-up card at the bottom right shows details for a ride with driver Nick, including a photo, name, phone number, and car model (White Chevy Malibu). The card also has buttons for 'Schedule return' and 'Cancel ride'.

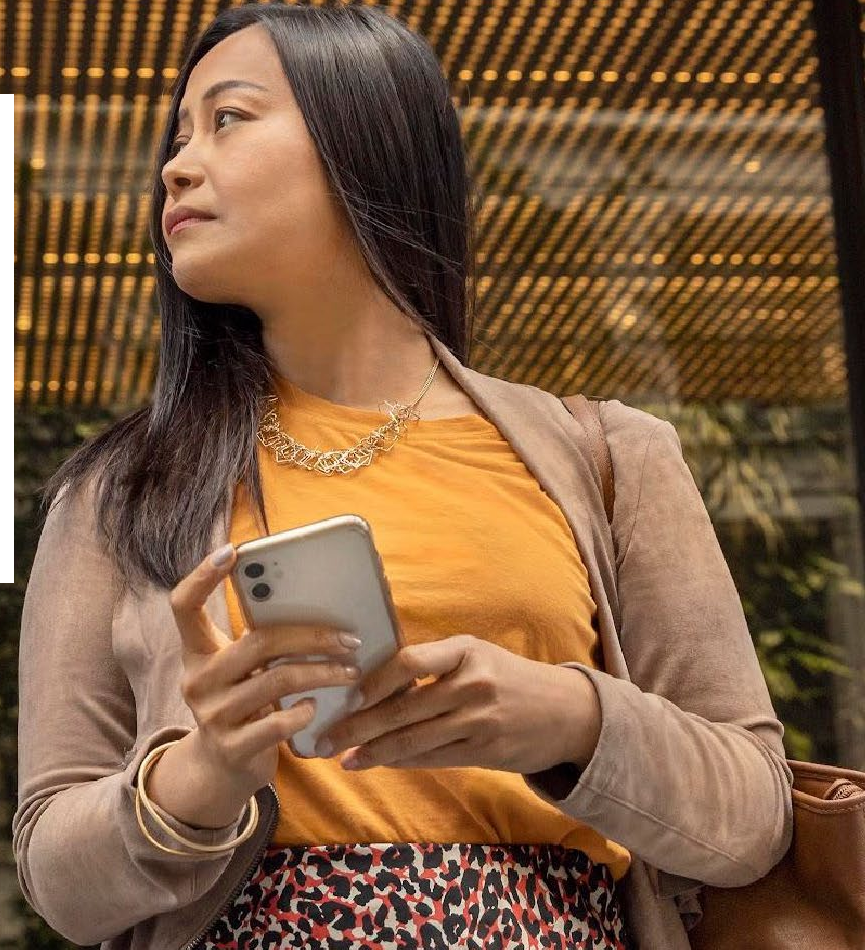
Name	Status	Time
Jessica Bird	Picking up in 1 min	12:25 PM PST
Jose Herrera	Picking up in 8 min	12:24 PM PST
Adam Green	Contacting drivers	12:22 PM PST
Christine Palmer	Picking up in 1 min	12:21 PM PST
Marilyn Rios	Picking up in 1 min	12:20 PM PST
Michael Bailey	Drop-off in 3 mins	12:12 PM PST
Elise Chu	Drop-off in 3 mins	12:11 PM PST
Dante Carter	Drop-off in 3 mins	12:08 PM PST

Map data ©2019 Google | Terms of Use | Report a map error

SUBSIDIZED RIDE SOLUTION

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.*



LYFT PASS IN ACTION



Transportation & Parking Services

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.



PRINCETON UNIVERSITY

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.

Type*

One-time Lyft Pass
Passes that expire and don't renew.

Monthly recurring Lyft Pass
Passes that renew every month.

Basics

 **Benefit***

Credits
Like cash, credits can be used on rides until the amount is \$0.

Rides
Offer a number of rides up to a maximum amount.

 **Sharing options***

Choose method

Ride restrictions

 **Time windows** Any time

 **Ride locations** Anywhere

 **Ride type** All ride types (cars, bikes, and scooters)

Rider communication

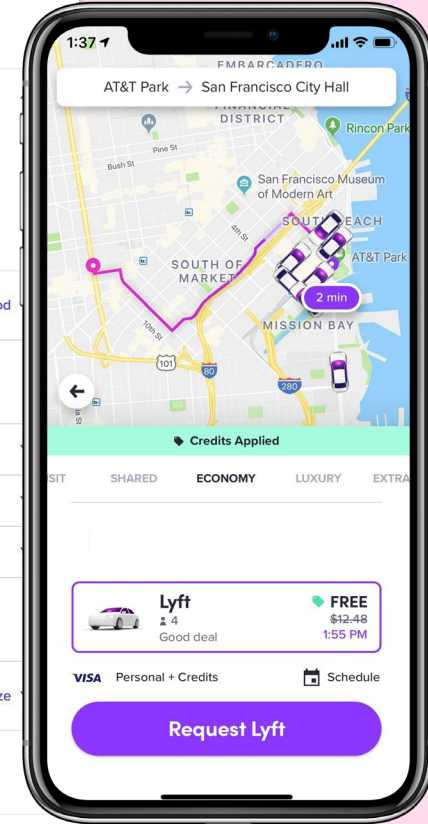
 **Rider communication***

Customize

Billing

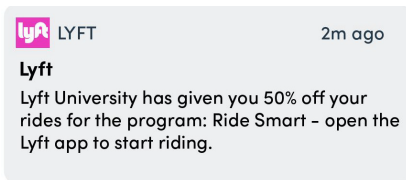
 **Payment method*** Offline billing

 **Billing***

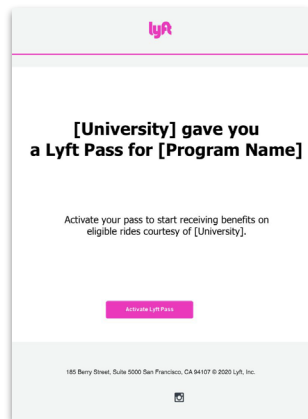


Lyft Pass Rider Experience

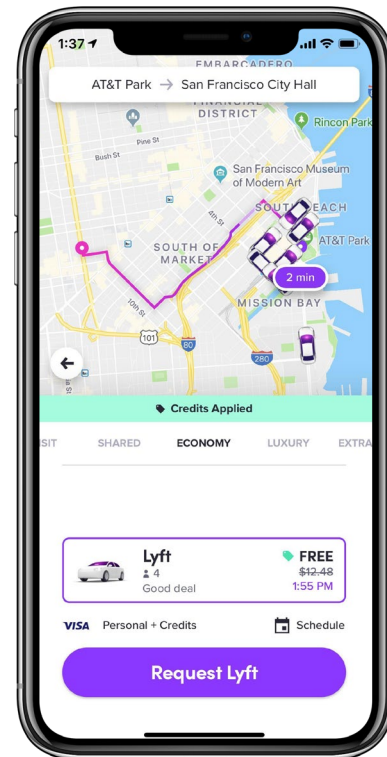
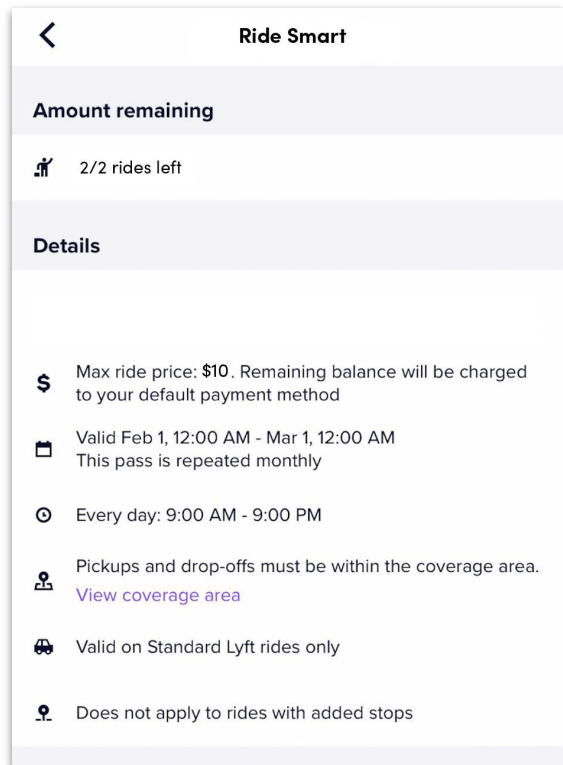
Push notification or SMS



Email



In-app



BUSINESS TRAVEL SOLUTION

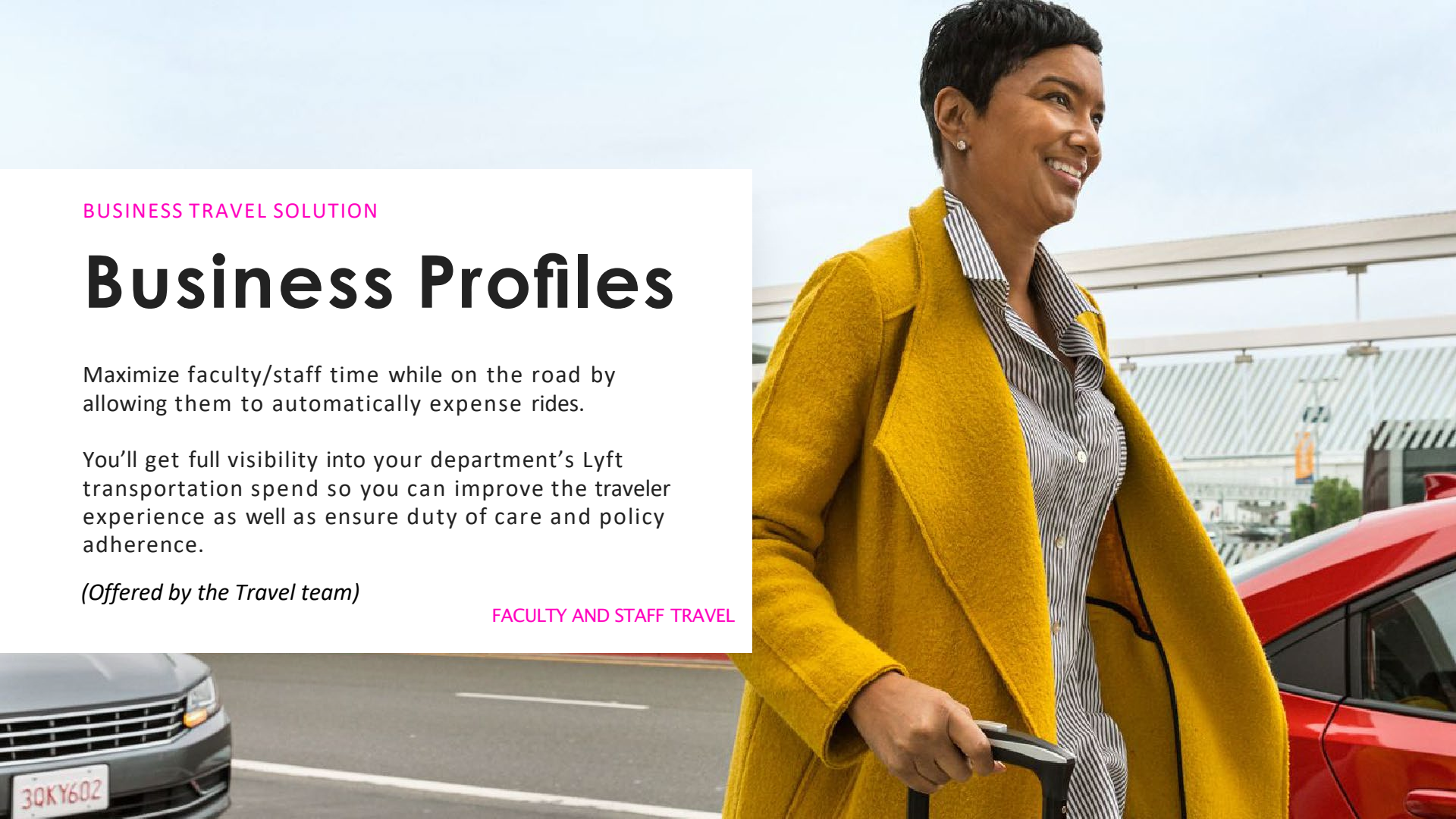
Business Profiles

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.

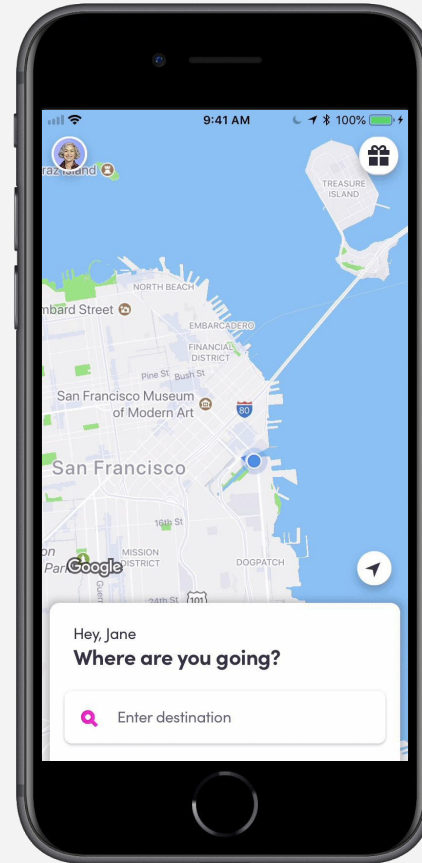
(Offered by the Travel team)

FACULTY AND STAFF TRAVEL



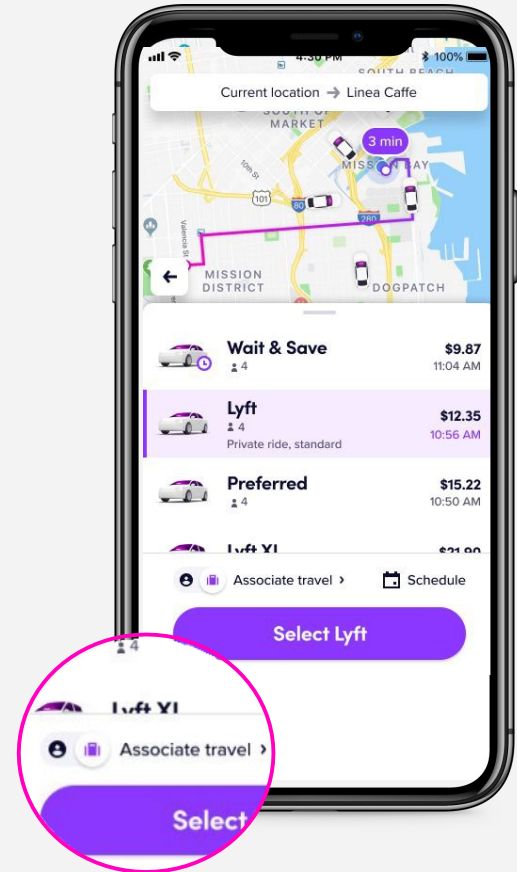
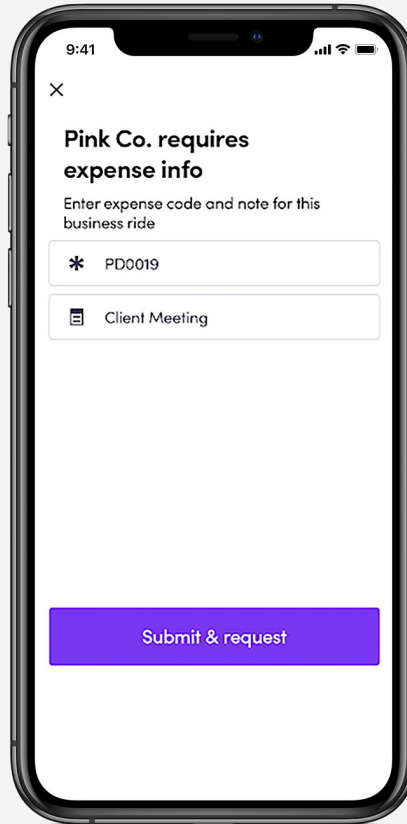
ELEVATED TRAVEL EXPERIENCE

- ✓ 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.



ADVANCED TRAVEL MANAGEMENT

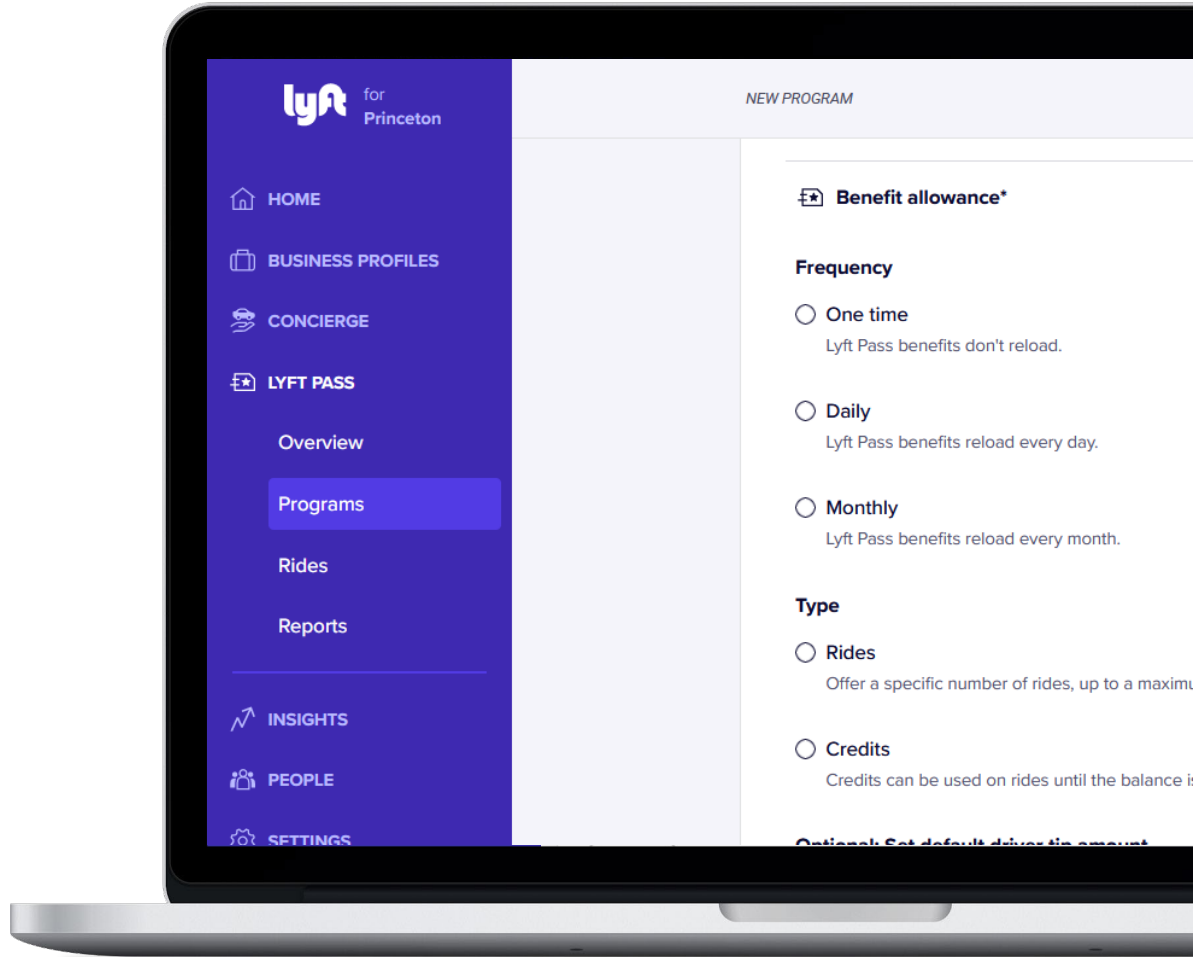
- ✓ Gain visibility into usage with ride reports
- ✓ Require expense codes and notes to ensure policy adherence
- ✓ Allow specified employees to charge rides directly to your department with Direct Billing



Managing Lyft Programs

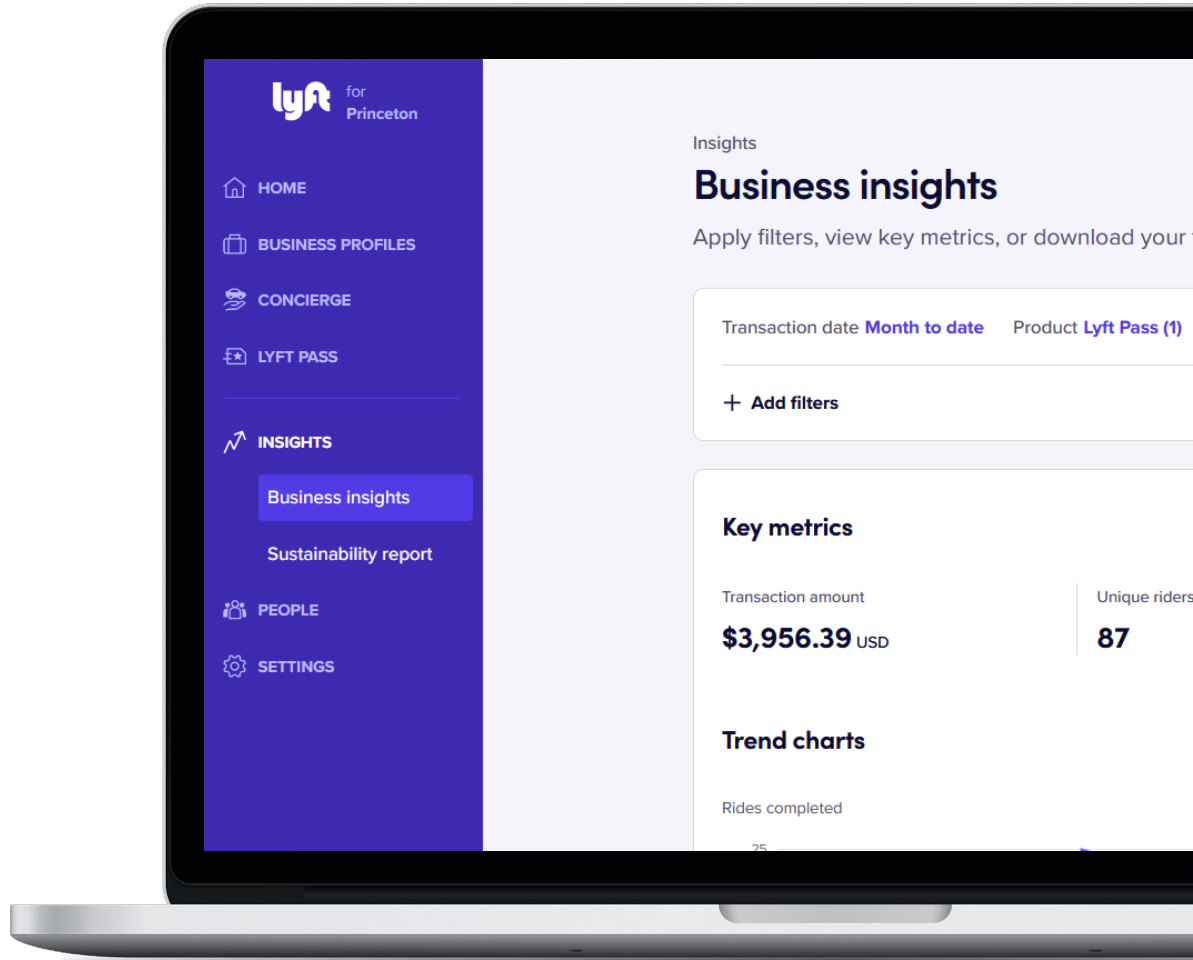
MANAGE IT ALL IN ONE PLACE

- ✓ **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

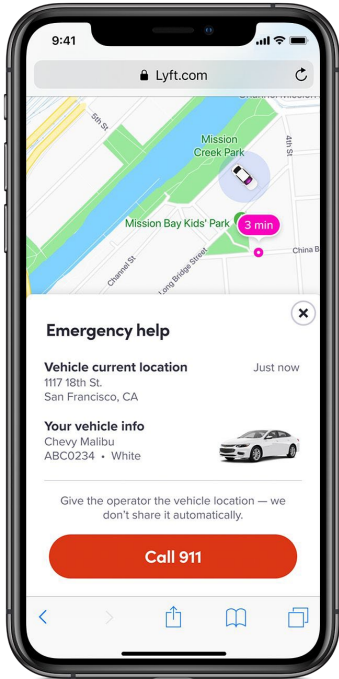
- Lyft has a zero Drug & Alcohol Policy and our incident response team flags and removes drivers who violate this policy



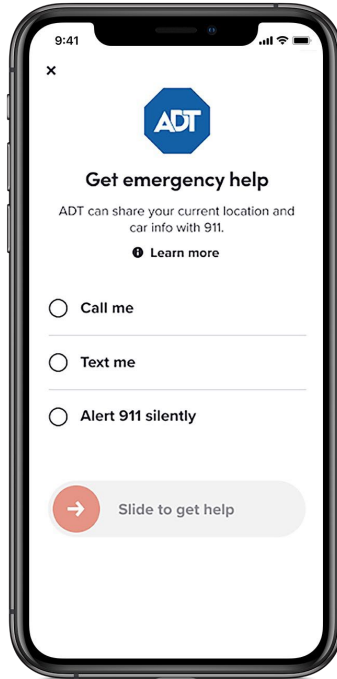
Children 17 and Under Policy

- Lyft accounts are restricted to 18 years and older. Children 17 and under cannot ride without an adult present. Car seats not provided.

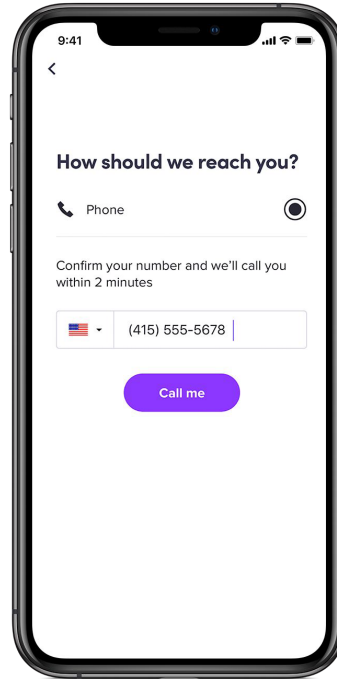
Safety is built-in to every step of the experience



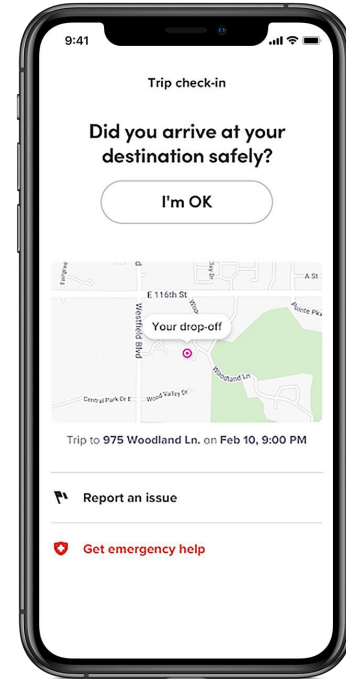
In-App 911



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