

Supplemental Safe Ride Program FAQs

Q. Why are you using Lyft?

A. This program is intended to help meet the high demand for transportation near campus on weekend nights. Campus Cruiser has been very successful, but at peak times some students end up waiting for longer than we feel is acceptable or convenient.

Q: When can I use Lyft?

A: Lyft service will be available to USC students from **7 PM to 2 AM**.

Q: Where can I go with Lyft?

A: All Lyft rides must start and end within the Campus Cruiser boundaries, generally referred to as the University Park neighborhood..

Q: How do I get USC to pay for my Lyft ride?

A: Once you have activated your Lyft account via your email invitation from Lyft, you will be eligible for free rides. When you request your **SHARED** ride from your Lyft app, the price of the ride will show up as **“FREE”**, and USC automatically covers the cost of the ride. Your ride must remain within the *Campus Cruiser boundaries* and be requested between **7 PM and 2 AM**. Please note that any additional tips paid to a driver and excessive PrimeTime fees will be charged to the personal credit card registered to your Lyft account. If there are any issues with activating your account please contact USC Transportation at usc.transportation@usc.edu.

Q: How can I tell if my account has been activated and is working properly?

A: Once you have activated your Lyft account, the credits will automatically load into your account. You can verify that you have the credits in your account by visiting the Promos section in the Lyft app and confirming it says **USC SAFE RIDES**. When you request a ride in the app, the ride quote will say **“FREE”**. Please note that any additional tips paid to a driver and excessive PrimeTime fees will be charged to the personal credit card registered to your Lyft account.

Q: I activated my account but my ride quote does not say “FREE“?

A: Your ride quote will only say **“FREE”** if your **LINE** ride begins and ends within the Campus Cruiser boundaries, and it is between **7 PM and 2 AM**. If you met these requirements and you still see a fare charge, please contact USC Transportation at usc.transportation@usc.edu. Please note that any additional tips paid to a driver and excessive PrimeTime fees will be charged to the personal credit card registered to your Lyft account.

Q: I activated my account but my ride quote does not say “FREE“?

A: Your ride quote will only say **“FREE”** if your **LINE** ride begins and ends within the Campus Cruiser boundaries, and it is between **7 PM and 2 AM**. If you met these requirements and you still see a fare charge, please contact USC Transportation at usc.transportation@usc.edu. Please note that any additional tips paid to a driver and excessive PrimeTime fees will be charged to the personal credit card registered to your Lyft account.

Q: How many Lyft credits will I receive?

A: Your credits are unlimited, however your credits will only be applied if your **LINE** ride is within the Campus Cruiser boundaries, and it is between **7 PM and 2 AM**.

Q: I don't have an iPhone, Android or Windows smartphone. How do I use Lyft?

A: Currently, the only way to schedule a USC paid Lyft ride is through the app. If you do not have a compatible smartphone, you can still use Campus Cruiser.

Q: Can I use Lyft on campus?

A: Since a USC ID is required to access campus **after 8 PM**, drivers will only be able to access campus to drop off students. Drivers with Lyft will not be allowed to enter campus to perform a pick-up, except at designated gates. Campus Cruisers will continue to have full access to the University Park Campus and can pick up and drop off anywhere on campus.

Q: If I'm on campus, how do I use Lyft?

A: We are using Lyft's venue mapping to direct students to appropriate pick-up and drop-off locations. You will need to use one of these locations to start your Lyft ride. Please note that campus access is limited **after 8 PM** and drivers will not be able to enter campus for pickups. Campus Cruisers will continue to have full access to the University Park Campus and can pick-up and drop-off anywhere on campus. **After 8 PM** you can begin your Lyft ride at the first floor of McCarthy Structure (formerly PSX, located on McCarthy Way/Figueroa), Royal Street Entrance (Formerly Entrance 4, located at Royal St./Jefferson Ave), Downey Way Entrance (Formerly Entrance 6, Downey Way/Vermont Ave.), or Watt Entrance (Formerly Entrance 1, located at Watt Way/Exposition. Lyft pick-up and drop-off at McClintock Entrance (Formerly Entrance 5, located at McClintock/Jefferson) is strictly prohibited.

Q: I live at The Lorenzo. Can I use Lyft to get to or from campus?

A: The Lorenzo is within the **Campus Cruiser boundaries**.

Q: Can I take Lyft to LA Live or the Staples Center?

A: No, rides must start and end within the **Campus Cruiser boundaries**.

Q: Can I take Lyft home from downtown?

A: No, rides must start and end within the **Campus Cruiser boundaries**.

Q: Can I take Lyft to the grocery store?

A: Yes, if the grocery store is within the Campus Cruiser boundaries. There are several grocery stores within the **Campus Cruiser boundaries**.

