

USC Lyft Program FAQ's – Fall 2023 Semester

The following are responses to some of the more frequently asked questions USC Transportation has been receiving related to the Lyft program this semester. Questions or concerns should be submitted via email to auxtrans@usc.edu.

Why did the USC Lyft program change from Classic mode (single-occupant rides) to Shared mode (possibly sharing a vehicle with others)?

In Spring 2023 the program reverted back to the mode that has been in place, in one iteration of this program or another, since Campus Cruisers first debuted at USC in 1978. Since the Lyft program started in 2016, millions of rides have been successfully completed, the majority of them in the shared-ride mode. During the pandemic, in accordance with public health guidelines, we temporarily amended the program to carry single riders, but that model is not sustainable long-term. The decision wasn't entered into lightly; we are drawing from a long, established history of providing service using this exact program mode.

How is sharing a ride with others considered safe?

If you decide that the other occupants of your assigned Lyft vehicle pose a risk and change your mind about taking the ride, you always have the option of cancelling. This will automatically incur a \$5 cancellation fee, but Lyft has agreed to waive cancellation charges if the cancellation is requested through their customer service portal in the app, and it is indicated that the ride was cancelled because you did not feel safe.

If you are still concerned and no longer want to participate in the program, there are other USC transportation options available. The primary alternate option is the free USC "C" Route bus, which is in service every 30 minutes from 7:00am to 7:00pm on weekdays in the north University Park area at UPC (following [this route](#)). Another alternative is to use Uber or Lyft in Classic mode, with the understanding that the Classic mode is no longer free and you will be charged for the ride.

What are you and/or Lyft doing about long wait times?

In the aggregate, the program provides tens of thousands of rides weekly, and the average wait time target is around fifteen minutes. This was the same target of the Campus Cruiser program, which we met for years; that program only closed down when demand rose beyond our ability to meet that goal using student drivers and our own fleet of vehicles.

USC and Lyft are engaged partners in this program, and they have been given the opportunity to review data and make changes that have improved wait times.

So if the wait time is longer than 15 minutes, should I just cancel the ride and try again?

NO. Cancelling the ride while waiting interferes with Lyft's ride-pairing algorithm, and makes wait times even longer. If you experience a wait time longer than 15 minutes, we encourage you to voice your concern directly to Lyft using the customer service feature in the app.

I'm still being charged for rides/have not yet received an invite to the Fall program. What do I do?

Invites were sent via email to all students on August 18; if you still need an invitation to the Fall program, please fill out [this form](#). If you have already submitted the form for Fall please try the following:

- Go to the Payment section of your app
- Click on ADD LYFT PASS
- Enter USCUPRIDES (If you need access to HSC as well, repeat the steps using USCHSCRIDES)

If that does not correct the problem, please send a screenshot of the Payment section of your app, along with the phone number associated with your Lyft account, to auxtrans@usc.edu.

I don't even see "Shared" as an option in the app, how do I proceed?

If Shared does not show up as an option on your app even after you have activated the pass, please contact Lyft support directly [using this link](#).

I prefer to use the front seat, but couldn't during the pandemic. Can I now?

Lyft no longer has a driver requirement to keep the front seat unoccupied. Drivers who refuse to allow a passenger to sit in the front seat should be reported to Lyft via the Lyft app.