



KEAN UNIVERSITY

Office of Facilities & Operations

Lyft Rideshare Voucher Program Guidelines

1. Purpose

The Kean University Rideshare Voucher Program provides eligible students, faculty, and staff with limited, subsidized rideshare transportation between Kean University's Union campus and the Kean Jersey City campus. This program is designed strictly as a last resort and emergency use resource for students, faculty, and staff whose academic schedules require attendance at both campuses on the same day and who are unable to use the university's scheduled intercampus shuttle service after reviewing available shuttle options.

The Office of Facilities & Operations administers this program to ensure equitable access to emergency and last resort transportation resources while maintaining the integrity and sustainability of the program for all eligible students, faculty, and staff.

2. Important Notice: Shuttles Are the Priority

IMPORTANT: Rideshare vouchers are a last resort option. The Kean University intercampus shuttle service is the primary and preferred mode of transportation between Kean Union and Kean Jersey City. Students, faculty, and staff are expected to plan their schedules around shuttle availability before requesting rideshare voucher access. Rideshare vouchers will only be considered when the shuttle is not a viable option for the participant's specific travel need and the request demonstrates that no reasonable shuttle based option is available.

Shuttle schedules are available through the Office of Facilities & Operations and are updated each semester. All participants must review the current shuttle schedule prior to submitting a voucher request. Requests that do not demonstrate a direct conflict with shuttle availability, or that appear to be for convenience rather than last resort or emergency use, may be denied.

3. Program Overview

3.1 Rideshare Platform

This program operates through a university partnership with Lyft. Eligible students, faculty, and staff may receive single use voucher codes only after approval of a last resort or emergency use request. Vouchers are applicable only to approved routes between Kean Union and Kean Jersey City. Pickup and drop off locations will be geofenced within both campuses.



3.2 Voucher Allocation Per Participant

Each eligible participant will receive a maximum of three (3) rideshare vouchers per Fall and Spring semester. If approved, each eligible participant will receive three (3) single use rideshare vouchers for that semester only.

All vouchers issued for a given semester will expire at the conclusion of that semester, regardless of whether they have been used. Vouchers are intended solely for approved last resort or emergency use transportation needs and are not a replacement for regular shuttle service. Each voucher has a maximum value of \$40.00 and may only be applied to one eligible one way trip. Participants are responsible for any ride costs that exceed the \$40.00 voucher value, and additional vouchers may not be used to cover any remaining balance above the \$40.00 voucher value for the same trip. Tips are not included in the voucher value. Any tip provided to the driver is at the participant's discretion and must be paid by the participant. The number of vouchers issued and the maximum voucher value are subject to change based on program demand, funding availability, and departmental review.

Program Note: Voucher allocation will be reviewed at the beginning of the semester and distributed as requested. Based on ridership data, program capacity, and demonstrated participant need, the Director of Transportation may adjust participant allocation in future semesters. Vouchers do not roll over and are not reissued. Participants must submit a new application each semester to be considered for voucher allocation. Approval in one semester does not guarantee approval in a future semester.

3.3 Trip Restrictions

Each rideshare voucher is valid for one way trips only, and eligible trip origins and destinations are strictly limited to transportation between Kean Union and Kean Jersey City.

- **Hours of Operation:**
 - Monday through Friday from 7:00 a.m. to 7:00 p.m. when classes are in session during the Fall and Spring semesters.
- **Pickup and drop off locations:**
 - Kean University Union: Vaughn Eames Lot by the bridge
 - Kean Jersey City: Entry gate to Kean Jersey City on John F Kennedy Blvd in front of Hepburn Hall

Vouchers may not be used for any other origin, destination, or partial route. Any ride request outside the approved locations will not be covered by the University, and full financial responsibility will fall on the user. Misuse of a voucher for unauthorized travel will result in immediate disqualification from the program.

4. Eligibility Requirements



Students, faculty, and staff must meet all of the following criteria to be considered for the Rideshare Voucher Program. Meeting these requirements does not guarantee approval. The Office of Facilities & Operations reviews each request and makes final determinations based on available resources and whether the request qualifies as a last resort or emergency use transportation need.

4.1 Required Criteria

- Must be a currently enrolled student, or an active faculty or staff member at Kean University.
- Must have confirmed class sessions, lab assignments, ~~program~~ or work obligations scheduled at both the Kean Union campus and the Kean Jersey City campus in the same semester.
- Must possess a valid and current Kean University ID. A digital Kean University ID card via the GETapp is also acceptable. The ID requirement exists to verify the identity of the approved participant, as vouchers are nontransferable and funded by the university. It also serves as a safeguard for the Rideshare driver, as ID confirmation may be requested at the time of the trip.
- Must submit a complete and accurate rideshare voucher request through the official Microsoft Form (see Section 6).

4.2 Additional Eligibility Considerations

The Office of Facilities & Operations may also consider the following circumstances when evaluating requests:

- Students with a documented temporary or permanent disability, including those with mobility challenges who require shuttle accommodations, should work with the Office of Accessibility Services to request coordination of this service. All shuttles are fully compliant with the Americans with Disabilities Act (ADA) to ensure accessibility and safety for all riders. For assistance with requesting the coordination of this service or for additional information, please contact the Office of Accessibility Services at (908) 737 4910 or accessibilityservices@kean.edu.

Participants are encouraged to provide any relevant supporting context in their request. All supplemental documentation submitted will be reviewed in conjunction with the standard eligibility criteria.

4.3 Ineligibility

Students, faculty, and staff are not eligible for rideshare vouchers if:

- They have obligations at only one campus.
- They have been previously disqualified from the program due to misuse or fraudulent submission.
- Their request form is incomplete or contains inaccurate information.



5. Request Submission Does Not Guarantee Approval

DISCLAIMER: Submitting a request does not guarantee that a student, faculty member, or staff member will receive rideshare vouchers. All requests are subject to review and approval by the Office of Facilities & Operations. Approval is contingent upon verified eligibility, available program funding, and submission of all required documentation. Students, faculty, and staff will receive written notification of their approval status via their Kean University email address.

The Office of Facilities & Operations reserves the right to deny any request that does not meet eligibility criteria, contains missing or inaccurate information, appears to be for convenience or routine transportation, or exceeds available program capacity.

6. How to Apply: Step by Step Request Guide

All students, faculty, and staff must submit a request through the official Kean University Rideshare Voucher Request Form, hosted on Microsoft Forms. Requests submitted through any

Access the request form at: [Rideshare Voucher Request Form](#)

other channel will not be accepted. Because this program is reserved for last resort and emergency use needs, each request must explain why the scheduled intercampus shuttle cannot reasonably accommodate the participant's travel need.

6.1 Before You Begin

Gather the following before opening the form. Incomplete submissions will not be processed:

- Valid Kean University ID (a clear photo or scan of the front of your ID card).
- A copy of your current semester class schedule or work schedule showing obligations at both Kean Union and Kean Jersey City. Students may export their schedule from the KeanWISE student portal.
- Your Kean University email address.
- Your ID number (K number for students; employee ID for faculty and staff).
- A brief written explanation of why the intercampus shuttle does not meet your travel need and why the request qualifies as a last resort or emergency use transportation need.

6.2 Request Form Steps

1. Navigate to the Microsoft Forms link provided above.
2. Log in using your Kean University Microsoft account credentials when prompted.
3. Complete all required fields in the form. All fields are mandatory unless marked optional.
4. Upload a clear photo or scan of your Kean University ID, or upload a screenshot of your digital ID card via the GETapp.



5. Upload a copy of your current schedule from KeanWISE or your department, showing obligations at both campuses.
6. In the provided text field, briefly describe why rideshare transportation is necessary and explain the conflict with the shuttle schedule, and confirm why this request is a last resort or emergency use transportation need.
7. Review all information for accuracy before submission.
8. Submit the form. You will receive an automatic confirmation email to your Kean University address confirming receipt of your request.
9. Await a determination email from the Office of Facilities & Operations.

6.3 Review and Decision Notification

Students, faculty, and staff are required to submit a request each semester and can expect a decision communicated to their Kean University email address within 5 to 10 business days of submission. Same day requests are not accepted and will not be processed. This program is not intended for immediate, convenience, or routine transportation needs; it is a last resort and emergency use option when the scheduled intercampus shuttle is not a viable option. If approved, each student, faculty member, or staff member will receive three (3) single use vouchers for the approved semester only. A new request must be submitted for each semester in which voucher access is needed, and approval in one semester does not guarantee approval in a future semester. Approved applicants will receive instructions on how to access and use their vouchers. Applicants who are not approved will be notified and provided with alternative transportation information where applicable.

6.4 How to Use Lyft: First Time User Guide

If you have never used Lyft before, follow these steps to set up your account and redeem your voucher. The process takes only a few minutes.

Step 1: Download the Lyft App

- Open the App Store (iPhone) or Google Play Store (Android) on your smartphone.
- Search for “Lyft” and download the official app. It is free to download.

Step 2: Create a Lyft Account

- Open the app and tap “Get Started.”
- Enter your mobile phone number. Lyft will send you a verification code via text message.
- Enter the verification code to confirm your number.
- Enter your first and last name and your email address when prompted.
- Add a payment method (credit card, debit card, Apple Pay, or Google Pay). A payment method is required to create the account even when using a voucher.

Step 3: Apply Your Voucher Code

- Click into your Lyft profile page in the app.
- Select the “Payment” option.
- Scroll to “Lyft Pass.”



- Select “Add Lyft Pass.”
- Enter the code that was sent to your Kean University email after approval.
- After entering the code, you should see a confirmation that the voucher has been added to your account.

Step 4: Request Your Ride

- From the Lyft home screen, tap the “Where to?” field at the bottom of the app.
- Enter your destination. Trips covered by a voucher are restricted to the approved locations only: Kean University Union and Kean Jersey City. Any ride request outside of these approved locations will not be covered by the University, and full financial responsibility will fall on the user.
- Select your ride type. The only approved ride type is standard Lyft. Vouchers will not cover Lyft XL, Lyft Black, Lyft Lux, priority pickup, shared rides, or any other ride type.
- Confirm your pickup location is accurate, then tap “Confirm & Request.”
- The app will match you with a nearby driver. You will see the driver’s name, photo, license plate, and estimated arrival time on screen.

Step 5: During and After Your Ride

- Wait at your pickup location. You can track your driver’s approach in real time on the app.
- When the driver arrives, confirm the vehicle and license plate match what is shown in the app before entering.
- Have your Kean University ID available. The driver will ask to verify your identity.
- At the end of your trip, the voucher will be applied automatically. Each voucher has a maximum value of \$40.00 and may only be applied to one eligible one way trip. If the fare exceeds the \$40.00 voucher amount, the remaining balance will be charged to your payment method on file. An additional voucher may not be used to cover any remaining balance above the \$40.00 voucher value for the same trip. Tips are not included in the voucher; if a tip is selected, the user is responsible for covering that cost.
- You will receive a trip receipt to your email. Keep this for your records.
- If you cancel the ride after your voucher has been applied, the voucher is forfeited and will not be replaced. This does not apply when the driver cancels the ride.

Important reminder:

Vouchers are single use and nontransferable. Each code can only be redeemed once and only by the approved participant. Do not share your voucher code with anyone else.

7. Voucher Use Rules and Responsibilities

7.1 Permitted Use

- Vouchers may only be used for approved one way trips for last resort or emergency use between Kean Union and Kean Jersey City.



- Each voucher code is single use. Once redeemed, it cannot be replaced.
- Trips must be taken by the approved participant only. Kean University ID may be requested by the driver.

7.2 Prohibited Use

- Vouchers may not be used for any destination outside the approved routes or approved pickup and drop off locations.
- Vouchers may not be shared, sold, or transferred to another person.
- Vouchers may not be used in combination with other discount codes or promotions.
- Vouchers may not be used as a substitute for shuttle transportation when the shuttle is available and reasonably accommodating to the participant's schedule, and may not be used for routine, convenience, or nonemergency transportation.

7.3 Lost or Unused Vouchers

The Office of Facilities & Operations is not responsible for voucher codes that are lost, expired, or unused due to a participant's failure to act. Expired or unused vouchers will not be reissued.

7.4 Ride Cancellations

Once a voucher has been applied and the ride has been requested, the voucher is considered redeemed. If the participant cancels the ride for any reason after that point, the voucher is forfeited. Forfeited vouchers will not be reissued or replaced, and the forfeited voucher will still count against the participant's semester allocation. Participants are also responsible for any cancellation fee charged by Lyft to the payment method on file.

This provision applies only to cancellations initiated by the participant. If the assigned driver cancels the ride, the voucher is not forfeited and the participant may request a replacement ride using the same voucher. If a voucher does not remain available following a driver cancellation, the participant must contact the Office of Facilities & Operations at transportation@kean.edu with the trip details or a screenshot of the cancellation so the matter can be reviewed.

Participants should confirm their pickup location, destination, and ride type before requesting a ride in order to avoid unnecessary cancellations.

8. Program Integrity and Compliance

All students, faculty, and staff participating in the Rideshare Voucher Program are expected to engage with the program in good faith and to use vouchers only for approved last resort or emergency use transportation needs. Misuse or abuse of program resources will result in disciplinary action, which may include:

- Immediate removal from the Rideshare Voucher Program.
- A hold placed on future transportation program eligibility.
- Referral to the Office of Student Accountability, Standards, and Education.
- Referral to Human Resources for faculty or staff misuse.
- Financial responsibility for any unauthorized charges incurred through misuse.



The Office of Facilities & Operations may audit voucher usage at any time. Participants who are found to have submitted false information in their request form will be subject to the full range of conduct processes available under Kean University policy.

9. Contact and Accessibility

For questions regarding the Rideshare Voucher Program, eligibility, or the request process, contact the Office of Facilities & Operations:

Office of Facilities & Operations

Phone: (908) 737 5000

Email: transportation@kean.edu

Office Location: Maintenance Building, Room M122

Office Hours: Monday through Friday, 8:00 a.m. to 4:00 p.m.

Participants requiring accommodations related to the application process due to a documented disability should contact the Office of Accessibility Services at (908) 737 4910 or accessibilityservices@kean.edu in addition to submitting their transportation request.

10. Policy Administration and Review

This program is administered by the Director of Transportation under the Office of Facilities & Operations, Kean University. The program is subject to review and revision at the start of each academic year or at any time deemed necessary by the Office of Facilities & Operations or university leadership.

Students, faculty, and staff will be notified of any material changes to this policy through official Kean University communication channels.