What is the UCSF COVID-19 Campus Commuting Program with Uber?

- In an effort to support staff who face a commute hardship and may be most impacted by current limitations to public transportation services, UCSF Campus has launched the temporary “UCSF COVID-19 Campus Commuting Program”.
- Eligible workers will have the ability to charge 75% of their ride to the “UCSF COVID-19 Campus Commuting” Uber for Business account for their regular commute to/from their residence within the Bay Area to one of the approved UCSF campuses through May 3rd (current end date of the Bay Area shelter-in-place ordinance).

Who is eligible to participate in this pilot program?

- The “UCSF COVID-19 Campus Commuting Program” is for UCSF Campus staff who must be physically present on-site and:
  - Normally utilize public transportation
  - Are impacted by the reduction in services
  - Are commuting to/from their residence within the Bay Area

What is a UCSF COVID-19 Campus Commuting Uber for Business profile?

- The “UCSF COVID-19 Campus Commuting” Uber for Business profile is a business ride profile within the Uber app that allows eligible participants the ability to charge 75% of the fare for their regular commute (within the Bay Area) to the “UCSF COVID-19 Campus Commuting” Uber for Business account in lieu of paying the fare directly and submitting for MyExpense reimbursement.

What is the cost to participate in the UCSF COVID-19 Campus Commuting Program?

- As UCSF Campus will be covering 75% of the cost of the Uber fares, the cost to riders will be 25% of their fare. The actual amount charged will be dependent upon the location/destination. The maximum subsidy will not exceed $50.

Can I use this in lieu of submitting for ride-share expense reimbursement?

- The “UCSF COVID-19 Campus Commuting Program” is limited to eligible participants whose regular commute to UCSF within the Bay Area has been impacted by COVID-19. This is not to be used for one-time/occasional transportation purposes. Those one-off/occasional ride-shares must be pre-authorized by their manager and by the Control Point’s Exceptional Approver and paid for directly by the employee and submitted for reimbursement via MyExpense.
How long will this program be in effect?

- The “UCSF COVID-19 Campus Commuting Program” will be in effect through May 3rd (current end date of the Bay Area shelter-in-place ordinance). Due to the changing nature of this pandemic, criteria and availability of this program may change.

Managers

How do I determine if my staff is eligible to participate in the UCSF COVID-19 Campus Commuting Program?

- The “UCSF COVID-19 Campus Commuting Program” is for UCSF Campus staff who must be physically present on-site and:
  - Normally utilize public transportation
  - Are impacted by the reduction in services
  - Are commuting to/from their residence within the Bay Area
- Ask your staff how they normally commute – and, if they use public transportation, ask if there has been a reduction in service to their specific route/transit agency.

How do I request a UCSF COVID-19 Campus Commuting Uber for Business profile for my staff?

- Requests for “UCSF COVID-19 Campus Commuting Program” Uber for Business profiles can only be completed by managers on behalf of employees. In order to submit a request, managers/direct supervisors need to visit our website and complete the form.
- If you would like to submit multiple requests at a time, please use the UCSF COVID-19 Campus Commuting Template and send to covidcampuscommute@ucsf.edu. As requests may take up to 24 hours to process, requests cannot be made for same-day use.
- You will receive an email once the request has been processed. Your staff member will receive an email confirmation along with activation instructions.

As a manager, after I’ve submitted the request, what do I need to do?

- After you’ve submitted a profile request, you will receive a notification email from the COVID-19 Campus Commute Team that the request has been processed.
- You will receive weekly summaries detailing the activity of all the rides for the staff within your area.
- If you are unsure about what is listed on the summary, contact the COVID-19 Campus Commute Team to request more detailed information on the trips.
- If you are concerned about your staff’s use, please address it with them directly. If they continue to abuse the program, please notify the COVID-19 Campus Commute Team and the staff member’s access to the “UCSF COVID-19 Campus Commuting Program” Uber for Business profile will be revoked.
How do I cancel or change my staff's UCSF COVID-19 Campus Commuting Uber for Business profile?

- Please email (covidcampuscommute@ucsf.edu) the COVID-19 Campus Commute Team directly.

Who do I contact if I am concerned about my staff's use of their UCSF COVID-19 Campus Commuting Uber for Business profile?

- Please email (covidcampuscommute@ucsf.edu) the COVID-19 Campus Commute Team directly.

Profile Requests & Activation

What do I need in order to get a UCSF COVID-19 Campus Commuting Uber for Business profile?

- Requests can only be submitted by managers/direct supervisors on behalf of eligible workers to have access to the Uber for Business profile. If you are requesting access from your manager/direct supervisor, please ensure that the email address they provide can be accessed on your phone. In order to utilize the Uber for Business profile, employees will need the following:
  - Smart phone
  - Uber account or ability to set up Uber account on phone
  - Access to email to receive email invite

What should I do when I receive the activation email?

- When you receive the activation email, tap the link in the invitation email and follow the steps to connect to the “UCSF COVID-19 Campus Commuting Program” profile. For the best results, complete this process on your mobile phone. Step-by-step activation instructions will be sent via email for additional help.

What if I already have an Uber account?

- If you already have an Uber account, the “UCSF COVID-19 Campus Commuting Program” profile will be added as an alternate payment option. In order to add the “UCSF COVID-19 Campus Commuting Program” profile:
  - Check your email for an invitation from Uber for Business
  - If you are asked to sign into Uber, use your original Uber credentials
  - Tap Get Started in your invite email
  - In your Uber app, select Join
  - Once activated, switch to your “UCSF COVID-19 Campus Commuting Program” profile when riding to/from work
What if I don’t have an Uber account?

- If you do not already have an Uber account, you will need to create an Uber account in order to utilize the Uber for Business profile. In order to create an Uber account, do the following:
  - Check your email for an invitation from Uber for Business
  - Tap Get Started in your invite email
  - Select, No, create a new Uber account
  - Complete the required fields to create a personal Uber account
  - Download the Uber app and log in

How will I know when my activation is complete?

- Once you have completed the activation process you may need to update your app. It may take a while for your profile to be activated, so please complete the activation at least 2 hours before your first use. To check if activation has been successful:
  - Open your Uber app menu
  - Go to Payment
  - Scroll down to the Rider Profiles section and you will be able to see your personal & “UCSF COVID-19 Campus Commuting Program” profiles

Can I still use my Uber account for personal rides?

- Yes, if you will also be using your Uber app for personal rides outside of your regular commute within the Bay Area, please be sure to select your personal profile for those rides.

How do I cancel/change or report a problem with my UCSF COVID-19 Campus Commuting Uber for Business profile?

- Please email (covidcampuscommute@ucsf.edu) the COVID-19 Commute Team directly.

Terms of Use

How do I use the UCSF COVID-19 Campus Commuting Uber for Business profile for a ride to/from work?

- Once set up, seamlessly switch between personal and business travel by selecting the “UCSF COVID-19 Campus Commuting Program” profile in the Uber app. Only trips with the following criteria will be allowed:
  - Regular commute during the period that public transportation is impacted by COVID-19 (currently May 3rd)
  - To or from one of the following UCSF campuses: Parnassus, Mission Bay, Mount Zion, China Basin, Laurel Heights, Brisbane, ZSFG
  - Limited to two fares a day between your residence (within the Bay Area) and place of work

PLEASE NOTE: If the above criteria are not met/selected when scheduling your ride, the “UCSF COVID-19 Campus Commuting” profile will not be available for use.
What do I need to ask or tell my manager when I would like to schedule a ride?

- The manager who requested your account profile will be provided a weekly report of your use. As such, there is no need to request approval for each ride. If your manager is concerned about your use, they will address it with you. Abuse of this program will constitute removal.

Are rides restricted to a specific area?

- Yes, the “UCSF COVID-19 Campus Commuting Program” Uber for Business profile is geo-fenced so that an address at one of the following UCSF campuses must be listed as either the ‘Pick Up’ or ‘Drop Off’ location:
  - Parnassus
  - Mission Bay
  - Mount Zion
  - China Basin
  - Laurel Heights
  - Brisbane
  - ZSFG

  Employees can only use this for their regular commute to/from their residence within the Bay Area (San Francisco, East Bay, North Bay, South Bay and the SF Peninsula). If your use is outside of the areas described above, this will be considered abuse of this program and will constitute removal.

Is there a maximum number of rides I can request?

- Employees may utilize two trips per day. This covers a round trip between their residence (within the Bay Area) and place of work. The Uber for Business profile will be limited to the period that public transportation is impacted by COVID-19 (currently May 3rd). Anything beyond that would constitute abuse and removal from the program.

What is the policy for tipping?

- Any driver tip will be paid for by the rider, not UCSF.

Can I share my ride with another passenger or use Uber Pool?

- In accordance with social distancing rules, rides are restricted to the rider and driver only, no other passengers are not permitted.

Can I give someone access to or book a ride on behalf of someone with my UCSF COVID-19 Campus Commuting Uber for Business profile?

- No, the use of this program is strictly limited to the employee for whom the manager submitted the request. Upon submitting the request, the manager agrees that the employee meets the criteria to avail of the “UCSF COVID-19 Campus Commuting Program” Uber for Business profile. Any use outside of the terms of use would constitute abuse and removal from the program.