



# Liftango Carpooling App

## Frequently Asked Questions

### What is carpooling?

Carpooling is when a driver shares their commute with a rider. It helps reduce the number of cars on the road and reduces the need for parking space. Carpooling is made easy with the Liftango app and incentives are offered too. Additionally, you only share with other students or staff members of QUT.

### Why should I change the way I currently travel?

Carpooling is great for the environment, builds our community and can help you make new connections. In the future you can also earn rewards for carpooling.

### What is Liftango?

Liftango is a carpooling app open exclusively for QUT. The Liftango app aims to match riders with drivers to make carpooling easy and provide you rewards for sharing their commute. The app supports you throughout the entire pick up and drop off process and has the flexibility to choose your rides on the days and times best suited to you.

### How do I register and download the app?

Go to your relevant app store, download the app and sign up using your organisation email address. Create your profile and load up your ride requirements – it is that simple.

### How much does using the Liftango app cost?

The Liftango app is free to download and free to use.

### How do I use the Liftango app?

1. Download the app from Apple store or Google Play.
2. Sign up using your organisation email address and create a profile.
3. Load up your rides. The app will match drivers and riders.
4. Accept the match provided by the app (both the driver and rider have the ability to accept matches).
5. The in-built navigation function will use Google Maps to guide the driver to the pickup location.

It's that simple – you have now joined the carpool revolution!

### What happens once I register and set up my profile?

You are ready to carpool. The app will let you know the best fit for your unique trip needs. Both the rider and driver have the opportunity to accept the match. Once the match is accepted the app will let the driver know where to pick you up and as the driver approaches the app will let you know they are almost there.

### What happens when I find a match?

The Liftango app doesn't stop at just matching drivers and riders, the app will support you through the pickup and drop-off process as well. For drivers, it will provide directions to their rider's nominated pick up point. For riders, the app will let them know that their driver is on their way.

### Is the Liftango app open to the public?

No. The Liftango app is only accessible within trusted corporate networks. You only share with other students or staff members from QUT.



For more information, visit:  
[qut.to/carpooling](http://qut.to/carpooling)



### **Do I have to carpool every day?**

The app makes it easy to be flexible - if you want to carpool only on certain days, just load up those trips into the app.

### **Can I carpool one-way?**

Yes. Whatever works best for you and your needs.

### **As a Driver what's in it for me?**

If you pick up a rider on the way, you get reduced parking fees and access to exclusive carpool parking spaces. No more hunting for spaces, and more money in your pocket.

### **How many riders do I have to bring to use the carpool parking spots?**

Drivers are required to bring one additional riders with them in the car to be eligible to use the carpool bays. The more people you share with the more rewards you get.

### **I live in a share house and there may be more than me that need a ride, can I travel with more than one?**

The Liftango app makes it easy to input the number of riders. Simply set the number of riders when you create the trip.

### **Is my vehicle insurance affected by carpooling?**

Using the Liftango app is no different than driving a friend or a co-worker to work, dinner, or anywhere else you might go in the normal use of your car.

### **As a rider, do I have to pay the driver?**

The regulations around carpooling state that the costs of petrol, parking and reasonable wear and tear may be shared. If you carpool with a certain driver regularly and come to an arrangement yourselves, then that's great. The Liftango app provides the means to find and organise carpooling between drivers and riders and takes no part in setting prices or helping money change hands.

### **As a rider, what happens if I get stuck without a ride home?**

It's always best to arrange your ride home in advance and make sure you have a plan B. If your ride home is canceled and you are left without options, rest assured Liftango will ensure you have a ride home. Just contact Liftango and they will arrange a safe lift home for you.

### **How do the exclusive carpool allocated parking spaces work?**

There are an allocated number of carpool bays available and therefore a finite number of tickets provided through the app. During the trial phase we will be closely monitoring the usage rates of the car parks to see if we have allocated sufficient car parks. As a driver, when you accept a carpool match, you will be notified within the app that you are eligible to park in a carpool bays.

### **What if I don't need the parking space?**

The Liftango app provides you the ability to "dismiss" your allocated parking space. Rest reassured - your rideshare trips will unlock rewards such as fuel or shopping vouchers.

### **What happens if there are no parks available?**

The Liftango app will notify all drivers when all the carpool bays have been allocated. When this occurs, drivers will have to find an alternative parking option. Liftango provides this information up front so there is time to make alternative arrangements.

### **How do you ensure that only Liftango users park in the allocated carpool car park spots?**

The Liftango app provides data to the Parking Infringement Officers in order to enforce the use of the carpool bays. They can see in real-time which car registrations and the number of riders that have used the Liftango app each day. Any car parked in the allocated carpool bays, which hasn't picked up riders that day will be issued a parking infringement notice.

### **How is privacy of the drivers and riders protected?**

Your privacy is important and we've made every effort to protect your personal privacy while also providing sufficient information to allow carpool matches. When you create your profile, your email address, car registration, and car make and car model are saved. This is to identify that you are part of the trusted network.

### **Is using Liftango safe?**

Yes. Safety is our top priority, which is why the Liftango app is exclusively for use only by people in the trusted network.

### **Why do I use my organisation email?**

By validating your account with your organisation email address we make sure the Liftango app is exclusively available for QUT staff members, students and no-one else.

### **What personal details are required to use Liftango?**

We all know that things come up – traffic jams, car breakdowns, last minute wardrobe failures! So when this happens, the driver and rider need a way of communicate instantly to make new plans. This is why the Liftango profile includes two key bits of personal info: your email address and your phone number. These details are shared only with your carpool match.

### **What happens if I need to cancel my Liftango ride?**

We know things come up from time to time. You can easily cancel a trip request at any time before you are matched. Once matched, if you need to cancel your trip, be respectful and do so as early as possible through the app. If you need to adjust plans slightly, we encourage you to reach out to your match to see if they might be able to accommodate you. If you cancel a trip after you are matched, you will not be able to reschedule. Frequent cancellations may mean that limitations are placed on your ability to use the carpool bays or may lessen your chance of getting a ride.



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