

## The Blue Line On-Demand Services

### Frequently Asked Questions

- **What is The Blue Line On Demand Services?**  
This is a one-person reservation request service. Service is offered within a designated service area. Riders must register to use the App to request a ride.
- **What is the designated service area?**  
The Blue Line On Demand service area is bounded by:  
North Boundary: Poplar Ave  
South Boundary: Park Ave  
East Boundary: Goodlett Street  
West Boundary: Highland Street
- **How do I request a ride?**  
Riders will register for On Demand service by downloading the TripShot App. Available on the App Store and Google Play. Riders will receive an estimated pick-up time. Present current U of M ID when boarding.
- **Who is Eligible for On Demand service?**  
All University of Memphis students currently enrolled in classes with a University email address. This is not an open to the public service. Eligible riders are allowed 2 guests per ride.
- **What are the hours of On Demand service?**  
Monday – Thursday 5pm – 11pm. Fall and Spring semesters. Rides must be requested by 10pm for pickups between 10pm and 11pm. There is no Summer Semester service from May 15 – Aug 15. No service on University holidays and breaks
- **How do I sign up?**  
Download the Tripshot rider app from your phone's app store. Enter Service Name: **MEMPHIS**  
Select Log in with the University of Memphis  
Select Sign Up and enter your valid UM Email.  
Enter your University username and password.  
Open the Tripshot app and sign in.
- **Rider Best Practices**  
As a rider there are a few things you can do to help ensure you secure a ride that best fits your needs:
  - **Plan in advance:** Download the TripShot app and schedule your ride by selecting "On Demand."
  - **Be on time for your scheduled pickup time:** There may be a high demand. Drivers are not permitted to wait — riders must be present at time of pick-up.
  - **Questions:** M–F e-mail [blueline@memphis.edu](mailto:blueline@memphis.edu), 5pm -11pm M-Th call Dispatch at 901-483-7877.