

Liftango Carpool App Service

Frequently Asked Questions (FAQs)

What is Carpooling?

Carpooling is the sharing of commuting trips by car drivers and passengers helping to reduce the number of cars on the road and reducing demand for those highly prized parking spaces.

What is Liftango?

Liftango is a new carpooling app available exclusively for Norwest employees through businesses that are registered within the Mulpha network. The Liftango app aims to match riders (passengers) with drivers to make carpooling easy and rewarding. The app supports you throughout the entire pick-up and drop-off process and gives you the flexibility to carpool on the days and times that best suit you.

Why should I carpool using Liftango?

Carpooling could save you time and money and reduce stress associated with finding a car park.

Why is Mulpha rolling out a carpooling app service for Norwest businesses of the Park?

Demand for parking spaces exceeds the number of spaces available across much of the precinct and carpooling is one way to help reduce demand.

Am I guaranteed a parking space if I carpool?

This feature will be available after launch within the Liftango app. Users will be notified when it is available. If you have used the Liftango app to enter a trip, been matched with a driver or rider and genuinely carpoled, you are eligible to be allocated a carpool parking space, at your trip destination site, depending on availability.

If you have not matched with another driver or rider for your trip into work, then you will not be allocated a Carpool Parking Space.

There are limited carpool spaces available so it is best to try and plan ahead.

Does it cost to use the Liftango app?

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

How do I use the Liftango app?

1. Download the free app from the Apple or Google Play app stores.
2. Sign-up using your **work email address** and assign a new password. Do not use your work email password. *Note: registration will only be successful using your work email.*
3. Create a simple user profile
4. Enter your commuting patterns, the app will then match drivers and riders with similar trips.
5. Get notified of matches, both driver and rider can accept or reject matches.
6. Use the built-in Google Maps navigation function
7. During trip times, see your driver/rider location in real-time making the pick-up process easy
8. Park in your allocated carpool parking space, no more hunting for spaces.

It's that simple!

Spaces are limited and are allocated on a first-matched-first-allocated basis.

What happens once I register and set up my profile?

You are ready to carpool. Setup one or more frequent trips and once matches are 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 driver and rider, 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.

As a driver what's in it for me?

If you pick up a rider on the way to work, you will get access to an exclusive carpool parking space. No more hunting for parking spaces. You may also be eligible to periodically receive reward e-vouchers.

How many riders do I have to bring to use the carpool parking spaces?

Drivers are required to bring a minimum of one additional passenger with them in the car to be eligible for a carpool parking space.

Is the Liftango carpooling app open to the general public?

No. The carpool app is only accessible within the trusted Mulpha network. To register to use the app you must be a current employee of a business within the Norwest precinct. If your business is not registered within the Mulpha network you will not be recognised. The Liftango support team will verify on a regular basis that all users are current staff members.

Is my vehicle insurance affected by carpooling?

Using the Liftango carpooling app is no different than driving a co-worker or friend to work, the beach, or anywhere else you might go in the normal use of your car. Your vehicle insurance is not affected by carpooling in this way.

As rider, do I have to pay the driver?

The regulations around carpooling state that the costs of fuel, parking and reasonable wear and tear may be shared. It is up to you what you arrange with a driver or passenger. The Liftango carpooling app provides the means to find and organise trip sharing 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. But rest assured, if your trip home is cancelled at the last minute and you are left without any other options, the reasonable cost of a taxi fare home can be recovered through Liftango. Contact the Liftango support team through the feedback point within the Liftango app.

Do I have to carpool every day?

Not at all. 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. It may suit you to carpool only in the mornings, but travel home on public transport. Carpooling is totally flexible using the Liftango carpooling app.

How do the exclusive Carpool Parking Spaces work?

This feature is currently not available and all users will be notified once available. Norwest will set aside a number of parking spaces at the site available only to drivers who have legitimately carpooled using the Liftango app on the way to work. In the early stages, the Liftango support team will be closely monitoring the usage rates of the carpooling parking

spaces to see if sufficient spaces have been allocated at the right sites. If one is available, when you accept a carpool match as a driver, you will be notified of your allocated, numbered carpool parking space at the destination site.

What happens if there are no parking bays available?

The carpool parking spaces are allocated automatically by the Liftango app on a first-come-first-served basis. The Liftango app notifies drivers when all the Carpool Parking Bays have already been allocated. When this occurs, drivers will have to park in general parking areas. We will be closely monitoring car park usage (days of the week, times of the day, number of spaces and locations) to ensure that we have sufficient car park spaces allocated for carpool users.

How do we ensure only genuine carpoolers park in the allocated carpool parking spaces?

The Liftango carpooling app provides data to the facilities team and infringement officers to enforce the use of the carpool parking spaces. They can see in real-time which car registrations have been allocated to each carpool parking spaces. The Liftango app verifies that a carpooling trip has been legitimately undertaken as matched.

Any cars illegally parked in the carpool parking spaces will be issued a parking infringement notice in line with the relevant parking regulations.

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. Only your email address, car registration, car make and model, are saved when you sign up for Liftango and create a profile. This is purely to identify that you are part of the trusted network within your organisation, and to help ensure that Carpool Parking Spaces are only used by those who are legitimately carpooling.

Is using Liftango to carpool safe?

Safety is our top priority, which is why the Liftango app is exclusively for use by Norwest employees with verification at the registration stage. As a passenger you also have the option to choose to only be matched with your colleagues if you so wish to be matched that way.

Can I rate my carpooling driver / rider?

The function to 'rate' drivers and riders seen in other taxi/ride hailing apps is not deployed by Liftango. The number of rides that a particular driver or rider has undertaken using the app is shown on the person's profile to give you confidence that the user is well versed in carpooling etiquette!

There is also the ability to send direct written feedback through the app, whether relating to carpooling behaviors, or a negative user experience. This feedback is passed to Liftango support team and Mulpha for investigation and action as required.

Why do I use my work email address?

By validating your account with your work email address, we make sure that the Liftango carpooling app is exclusively available for current Norwest employees that businesses are registered within the Mulpha network. When creating your Liftango account use your work email address and apply a unique password.

What personal details are required to use Liftango?

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

What happens if I need to cancel my Liftango carpool trip?

We know things come up from time to time that will force a change of plan. You can easily cancel a trip 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 contact your rider(s)/driver to see if they might be able to accommodate you through the app messaging service. If you cancel a trip after you are matched, you will not be able to reschedule the trip. Frequent cancellations may mean that limitations are placed on your ability to use the Carpool Parking Spaces.

Who do I contact if I have a carpooling issue, question or I want to register my business to the Mulpha network?

For questions about the app, carpool parking spaces, registering your business, feedback or help with carpooling contact us through the feedback button in the Liftango app or email the customer support team at info@liftango.com

What is the basic code of conduct for Carpooling?

1. The basics
 - Carpooling, as in any sharing economy activity is based on mutual respect between all parties.
 - The guiding principle is to be considerate and respectful of others.
2. Meeting up
 - Have safe pick-up points in mind.
 - When Carpooling, we recommend that you set your pick-up point at a safe and legal location, off main roads and clearways and a short distance away from your home if you prefer.
3. Don't be late
 - It's important to show common courtesy when Carpooling.
 - Once you have made a commitment, stick to it. Arrive on time, don't make any unscheduled stops or change your destination at the last minute.
 - Keep in touch. Send messages or phone if you are running late, but not while driving.
4. Avoid personal detours
 - Avoid personal detours for shopping and errands where possible.
5. Think about a back-up plan
 - Decide on how you will get home if the driver is suddenly unavailable.
 - While we discourage cancelling a matched trip, if circumstances mean that you are suddenly unable to carpool on a particular day, remember to cancel the trip through the app which will inform the carpool partner(s) as soon as possible.
6. Have a clean, safe and reliable vehicle
 - Your vehicle must be appropriately registered, insured and your driving licence is valid.
 - So the journey doesn't take longer than needed, make sure your car is in good working order and that in the event of a breakdown, you have roadside assist from a motoring organisation. Make sure your car is pleasant to travel in, by maintaining a clean, tidy and smoke-free interior.
7. Drive safely
 - Safe driving techniques are paramount. Stay within the speed limits and comply with all road rules.

8. It's okay to say "no"

- Don't carpool with someone unless you are comfortable doing so. There is no obligation.
- If a problem arises within your Carpooling trip that you are unable to resolve, you are under no obligation to continue. Simply make alternative arrangements and look for other matches!