

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:** Contact our Dispatch team by calling 901-678-4338 during service hours.