

## Frequently Asked Questions for Safe Rides

### ***Why can't I be picked up wherever I am on campus?***

Demand for Safe Rides has grown every year. The new route-based approach is like transit systems in major cities, and we expect it to improve the efficiency and speed of service, meaning shorter wait times and more consistency.

### ***I now have to walk to where the van is.***

The Safe Rides pick-up and drop-off locations were selected based on areas on campus that historically had the highest call volume. This continues and expands upon our major emphasis on safety. Stops are placed in highly visible, well-lit areas close to the most common destinations on campus, as shown by years of Safe Rides data.

### ***I called for a ride, but they told me I had to go to the nearest pickup spot.***

If you are near one of the Safe Rides pick-up/drop-off spots, you'll be asked to go to that location to ensure speed of service and short wait times. Stops are placed in highly visible, well-lit areas close to the most common destinations on campus, as shown by years of Safe Rides data.

### ***I can't get dropped off at the building I need to go to.***

The Safe Rides pick-up and drop-off locations were selected based on areas on campus that historically had the highest call volume. This continues and expands upon our major emphasis on safety. Stops are placed in highly visible, well-lit areas close to the most common destinations on campus, as shown by years of Safe Rides data.

### ***Why did the Safe Rides van pass by my location?***

Depending on the number of passengers, a van may be full at any given time. Vans are scheduled to pass by every stop location approximately every 15 minutes. Another van will be there soon. You can check the DoubleMap app to see the current location of the van.

### ***Why did you change the program?***

Demand for Safe Rides has grown every year. The new route-based approach is like transit systems in major cities, and we expect it to improve the efficiency and speed of service. With the previous system, it would not be uncommon for someone to have to wait more than 30 minutes for an on-demand ride. Transitioning to a route-based system will ensure shorter waiting times and more consistency. This, combined with the DoubleMap app, allows the rider to know exactly where the next van is and when it will be at their stop location. This will allow students to plan their time accordingly.

### ***How do I know where the stop locations are?***

Information about Safe Rides and a map of the route are available on the CMU Police Department website. There are also "Safe Rides Stop" signs at each location. You also can access information directly through <http://cmich.ly/SafeRidesCMU> or simply search "Safe Rides" on cmich.edu.

### ***Who is driving my van?***

Safe Rides drivers are CMU Police Department student employees. Each applicant is carefully screened, background checked and trained for their job.

***What is this app I heard about?***

The DoubleMap app, which will be available for use at CMU in mid-September, can be downloaded on iPhone and Android devices. The free app will show the real-time location of our Safe Rides vans to allow you to better plan your time. The app will also show any Safe Rides announcements or delays. Download the app in iTunes ([apple.co/1eH4kPL](https://apple.co/1eH4kPL)) or Google Play ([bit.ly/1OTguCf](https://bit.ly/1OTguCf)).

***I want a ride, but the service isn't operating.***

The Safe Rides program operates daily from 8 p.m. to 2 a.m. when spring and fall classes are in session. The service does not operate during breaks (spring, Christmas, Thanksgiving and winter break), and does not operate on nights when there is a home football game. There also are times when the service may be delayed or closed due to inclement weather.

***I want to be taken off-campus.***

Safe Rides vehicles do not transport students to off-campus locations. If you would like direct transportation to an off-campus location, you can contact the Isabella County Transportation Commission (IRide) at 989-772-9441 or a local taxi provider.

***Why can't I be dropped off between stops?***

To ensure safety, speed and efficiency, you can only be dropped off or picked up at designated Safe Rides locations.

***Is it safe for me to walk across campus by myself?***

Our campus is protected by an active presence from CMU's full-time, professional police department. Students and all members of the campus community should call 911 immediately at any time when they feel they are in danger or have concerns about the safety of themselves or others. If you cannot safely walk to a Safe Rides stop location, please call 774-3081 for assistance.