

What is Safe Ride/Responsive Transportation?

The Safe Ride Program was established in January of 2009 to provide safe transportation around campus and the surrounding area to the CWRU community between 7 PM and 3 AM. The program is designed to supplement other available transportation.

CWRU has an extensive shuttle bus service, operated by Standard Parking. Services include the Commuter, CircleLink & Evening Shuttle Programs. Routes, scheduling, tracking, and additional information can be found at: shuttle.case.edu & obtained at 216-791-6226.

Since 2009, Safe Ride has experienced an increase in ridership every year. As a result, the program has grown from operating with a single vehicle to three dedicated vehicles (during school year) and an automated dispatching tool (**RideCell** accessed at saferide.case.edu) dedicated to support the Safe Ride Safety Program. All vehicles are driven by Security Officers.

RideCell is also utilized to support Responsive Transportation rides. The service is available 24/7; however, it is not expected that this service serves as a taxi function. Students will typically request a transport for classes, doctor's appointment (UH or Cleveland Clinic), and going to campus events (study sessions, labs, meetings, etc. If you have been added to the Responsive Transportation list and you experience difficulty requesting a ride via RideCell, please contact the ESS Office asap.

How to access RideCell to request a Safe Ride/Responsive Transport:

Internet / Mobile Web (preferred and the fastest mean of requesting):

- URL: saferide.case.edu
- Sign-in with your Case Western Reserve ID and password

Telephone:

- Telephone Number: 216-368-3000
- The call will be answered by an Interactive Voice Response System (IVRS)
- Safe Ride Requests can be made via the IVRS or you can request to speak with the Dispatcher on-duty

Mobile App:

- Information available at saferide.case.edu.

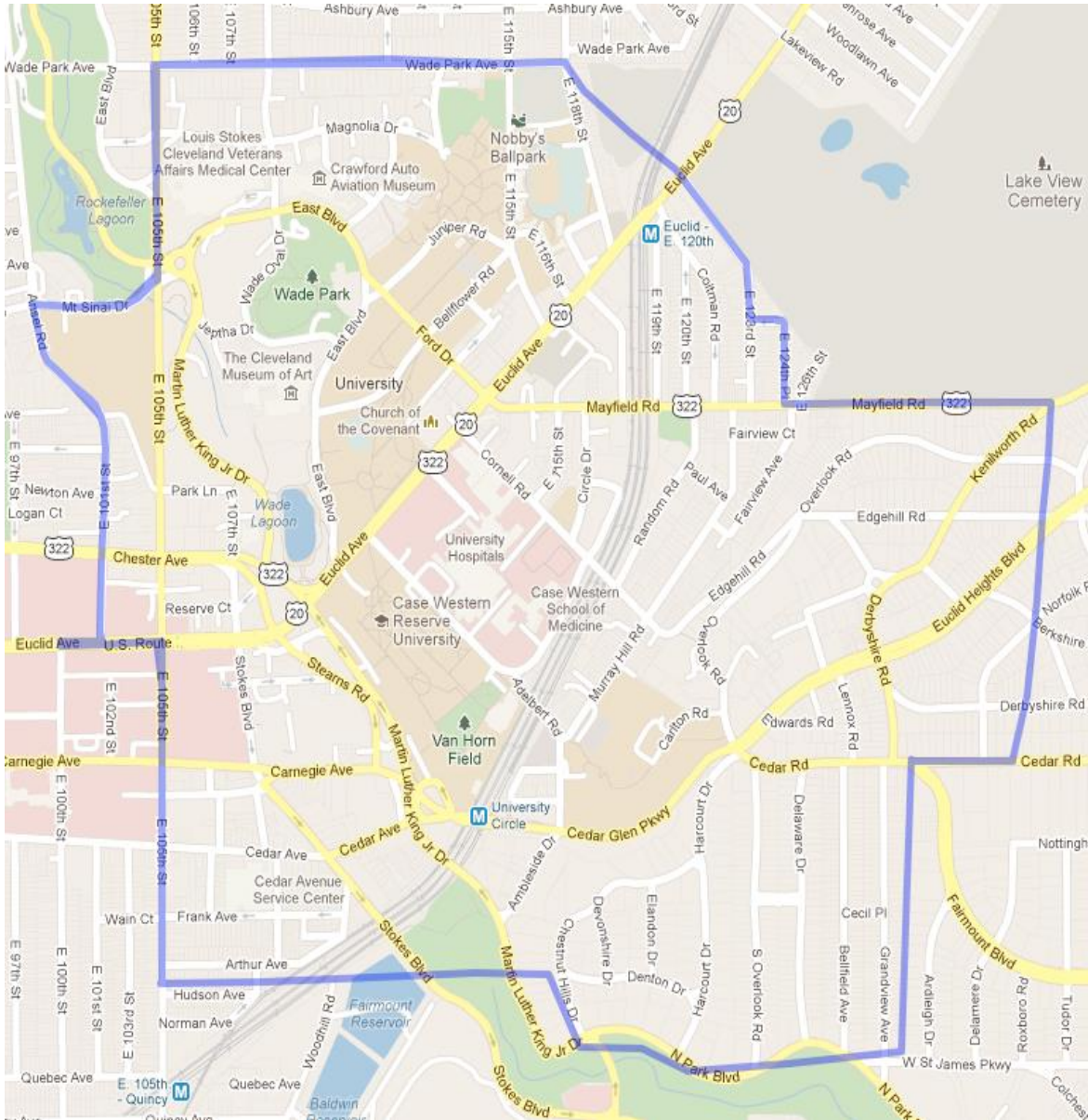
Safe Ride Program & RideCell general information:

- RideCell will remember your Safe Ride history, so requesting the same route(s) is super easy.
- For a SafeRide you will be notified once the driver arrives at your pick-up location, you will have 3 minutes to arrive at the vehicle or you will be marked as a 'No Show' and your Safe Ride will have to be requested again. **Responsive Transports will have 5 minutes.**

Safe Ride Service Area:

- North to Wade Park Boulevard
- East to Coltman Road/the East 120th Street RTA station
- West to East 101st Street/Mt. Sinai parking garage
- South to the intersections of Mayfield and Kenilworth Roads and Cedar and Fairmount Roads in Cleveland Heights.

Request a ride to and from anywhere within the purple line
Safe Ride Boundary Map



Disclaimer – Important Info!

"The Safe Ride system is to be used only by individuals who possess a valid CWRU network i.d. Safe Ride only provides transportation within the designated service boundaries (see map). When a ride is scheduled, the user is expected to remain at the pickup point until the driver arrives. If the user makes other arrangements and no longer needs a ride, then they should use the Safe Ride interface to cancel the request. Repeated "no shows" for requested rides without cancellation slow down the system for everyone and may result in suspension of Safe Ride privileges."

Detailed Information on how to use RideCell can be found at:

<http://www.case.edu/its/help/> > Security > Safe Ride > Safe Ride Guide and Map