

BrownMed/Downtown Express FAQ

What if the shuttle travels by where I am but doesn't have a stop nearby? Also, what if I'm halfway to the stop when I see the shuttle coming?

You can flag the shuttle down, as you would a taxi. Make sure you wave your arms to attract the driver's attention. safeRIDE vehicles providing shuttle service carry an internally lit roof sign that says "Shuttle."

How do I go to a building that the shuttle passes but doesn't stop at?

Ask the drivers to let you out near that building – be sure to give them advance notice so that they can stop in a safe place near where you want to get out.

I've been waiting at a marked shuttle stop for a shuttle, and none has come for a long time. What should I do?

Remember that occasionally shuttles will be delayed by traffic and weather conditions beyond their control. If you have been waiting for more than 20 minutes at a marked shuttle stop, call the Shuttle Supervisor at 401 228-8588 to find out where the shuttle is.

POLICIES AND DETAILS

- Have your ID card ready before entering the vehicle. **You must show a valid Brown ID to the driver when boarding.** This is to ensure the safety of both our drivers and our riders.
- If you damage the shuttle vehicle, you will be billed for the repairs.
- No pets.
- No smoking.
- No alcohol (in open or closed containers).
- You are required by law to wear a seatbelt.
- You have the right to be driven in a safe manner and the right to be treated with courtesy and respect. You also have the obligation to treat safeRIDE employees with the same courtesy and respect.
- safeRIDE reserves the right to deny transport to any passenger if, in the judgment of the driver, the passenger's behavior is a danger to the vehicle, the driver, or other passengers.

By entering the shuttle vehicle, you agree to abide by these rules and regulations. Those who violate them will be denied service.

CONTACT INFORMATION

General safeRIDE information or for questions or complaints	tel: 863-2322, e-mail: saferride@brown.edu , or Web site: www.brown.edu/saferride
On-duty evening supervisor	401 837-1941
Brown Emergency	3-4111 (internal phone) or 401 863-4111

If registering a complaint, please have ready the date and time of the incident and the number of the vehicle (painted in fluorescent paint on the front and back of each safeRIDE vehicle) which is the subject of your complaint so that we may effectively address the issue.