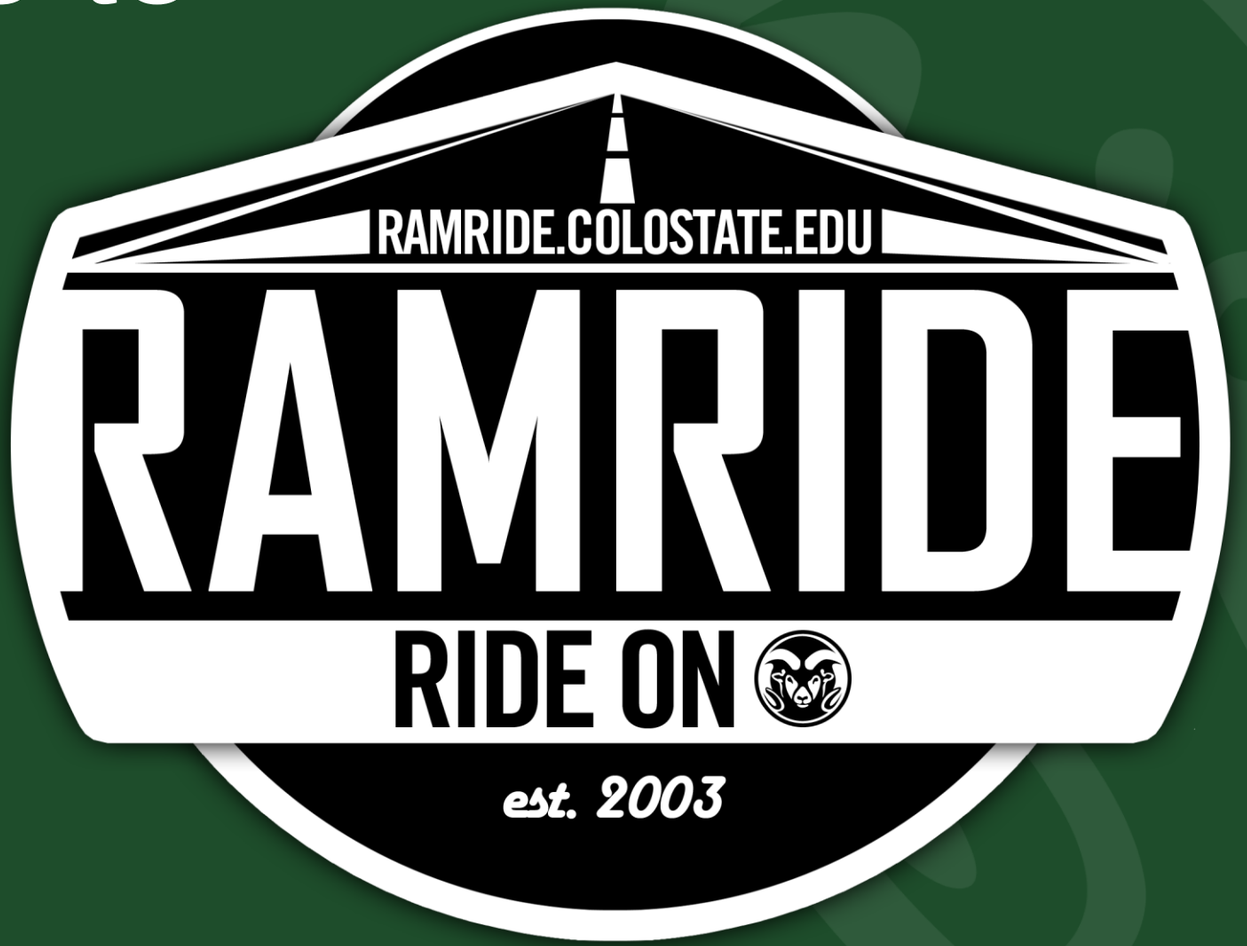
Welcome to



OFF-CAMPUS LIFE
COLORADO STATE UNIVERSITY

What is RamRide?

- RamRide is CSU's safe ride program.
- RamRide provides free, safe, rides within Fort Collins
- In the 2018-2019 school year, RamRide gave rides to 29,614 patrons!
- To date, RamRide has served over 360,000 patrons.

OFF-CAMPUS LIFE
COLORADO STATE UNIVERSITY

Schedule

- Driver/Navigator or Dispatch Training
- Driver/Navigator sign contracts and receive vehicle assignment
- Proceed to vehicle and login to phone (phones turn on @ 10pm)
- Take care of fellow rams 10pm-2/3am
- Return to the office at the end of the night (will be notified to do so via text), and return all items you were given
- Fill out feedback survey (emailed to you)

What am I Doing Tonight?

Tonight’s Staff

These Individuals Keep RamRide Running!

- Patron(s)
  - The individuals (CSU students) who are riding in the vehicles
- Ambassadors
  - YOU!
  - Our volunteer drivers/navigators/dispatchers
- Dispatch Admin
  - 2 RamRide student-staff members
- TapRide
  - Our dispatch system
- On-Call Staff
  - Support from Off-Campus Life Professional Staff and Graduate Assistant

Who is RamRide?

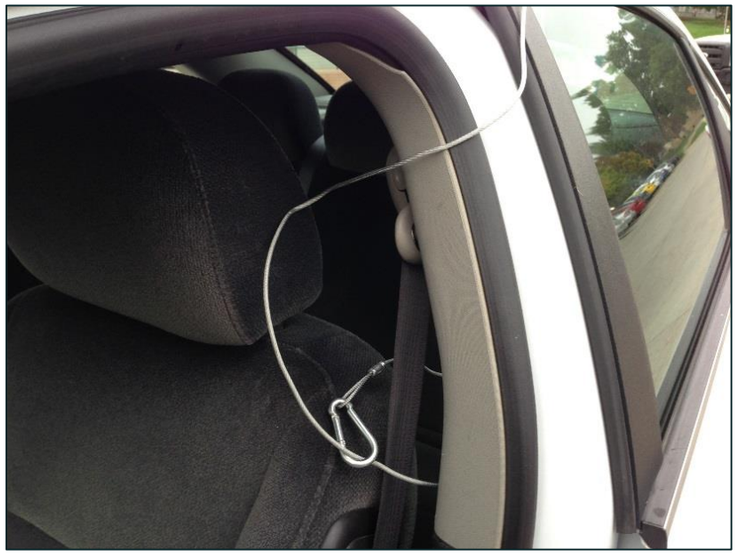
The Bag

- Vomit bags
- Latex gloves
- Binder
- Car keys
- Phone
  - Do not change settings or take pictures
  - Call Dispatch Admin if you need a charger
- Keep the bag in the front seat

How Do I RamRide?

Car Toppers

- Driver’s side of the roof
- Safety cable
  - Thread through door
  - Clip to seatbelt or grab handle



How Do I RamRide?

Ride Receipts

- Hand a ride receipt to one patron as they exit
- Ride receipts not handed out will be collected at the end of the night
- Patrons who complete the survey are entered to win $5 RamCash.

How Do I RamRide?

Accepting Rides

- Begin receiving rides @ 10pm
- Navigators will be using the dispatch system/phone to accept rides.
- Pick up patrons in a well-lit area
- RamRide only operates within Fort Collins
  - Call Dispatch Admin if you receive other addresses

How Do I RamRide?

Three Call Rule

1. When you receive the ride
   - Call to let the patron know you're on the way

2. When you arrive at the pick up location
   - Let them know you're outside

If the patron does not answer after three calls

- Leave a message to call (970) 491-3333 if they still need a ride

How Do I RamRide?

Each step you call up to three times!

Picking Up Patrons

- When patrons approach the vehicle
  - Ask them THEIR name (or other identifying information, like their eID) before you let them in the vehicle
  - “May I get your name please?”
  - Prove to them that you are their RamRide by showing them the app screen

DO NOT pick up someone that isn’t your patron.

How Do I RamRide?

Pilot Program

Fall 2019 Pilot Program

Students will be able to request a drop-off location that is not a home address!

What does this mean?

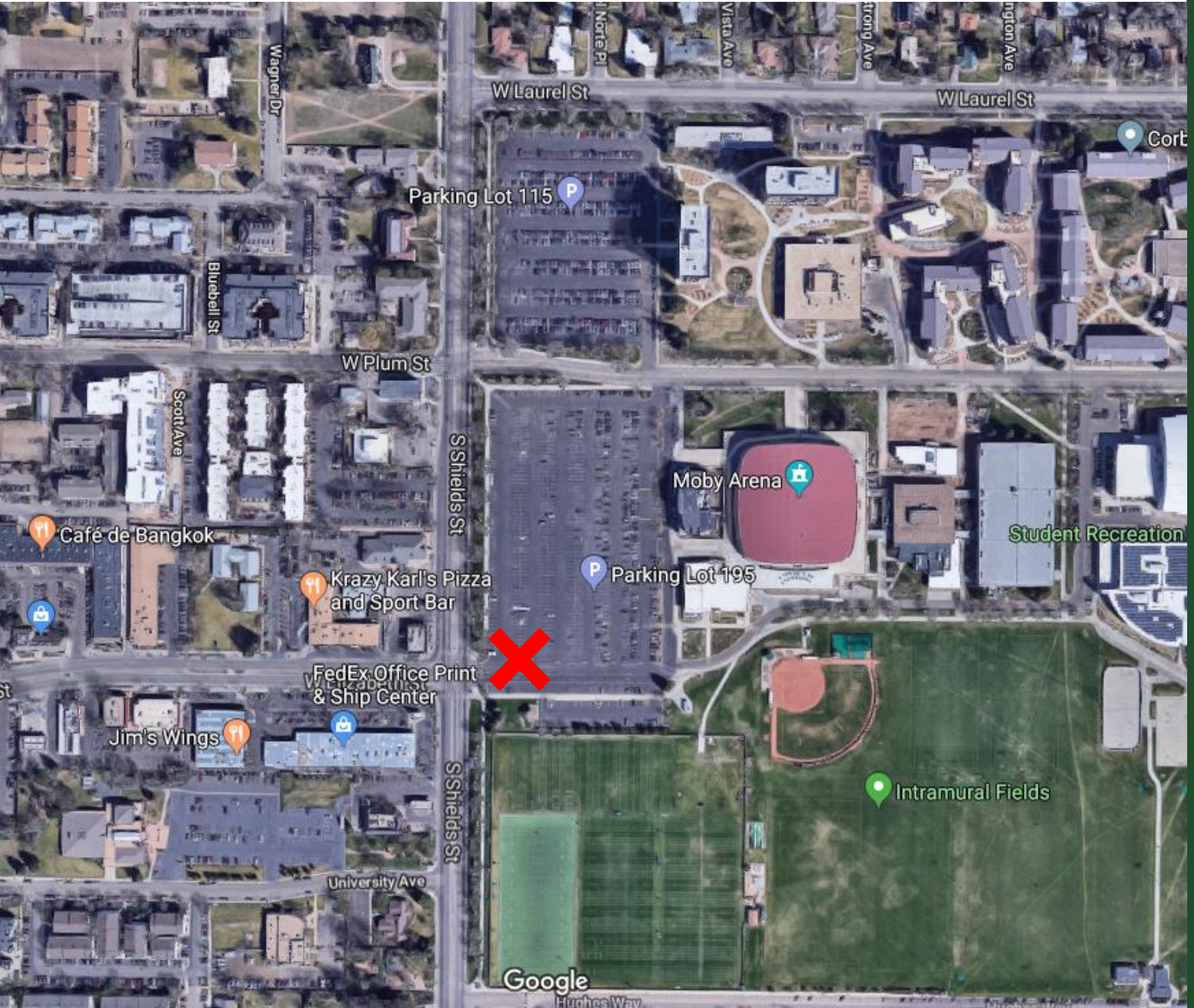
- Pick up/drop off from two points within Fort Collins
- Pick up from home address to commercial locations
- Drop off at grocery store/movies/etc.

- We cannot drop off at parties or in front of drinking establishments

How Do I RamRide?

Old Town

Mountain and Remington



How Do I RamRide?

Campus West

Canceling Rides

- All reasons to press the “Cancel” button.
  - Patron said they no longer needed a ride
  - Called 3 times with no answer and left a message
  - Wrong number
  - Number “not in service”

- Dispatch Admin does not need to know unless there’s a problem with your phone

How Do I RamRide?

Tips from Patrons

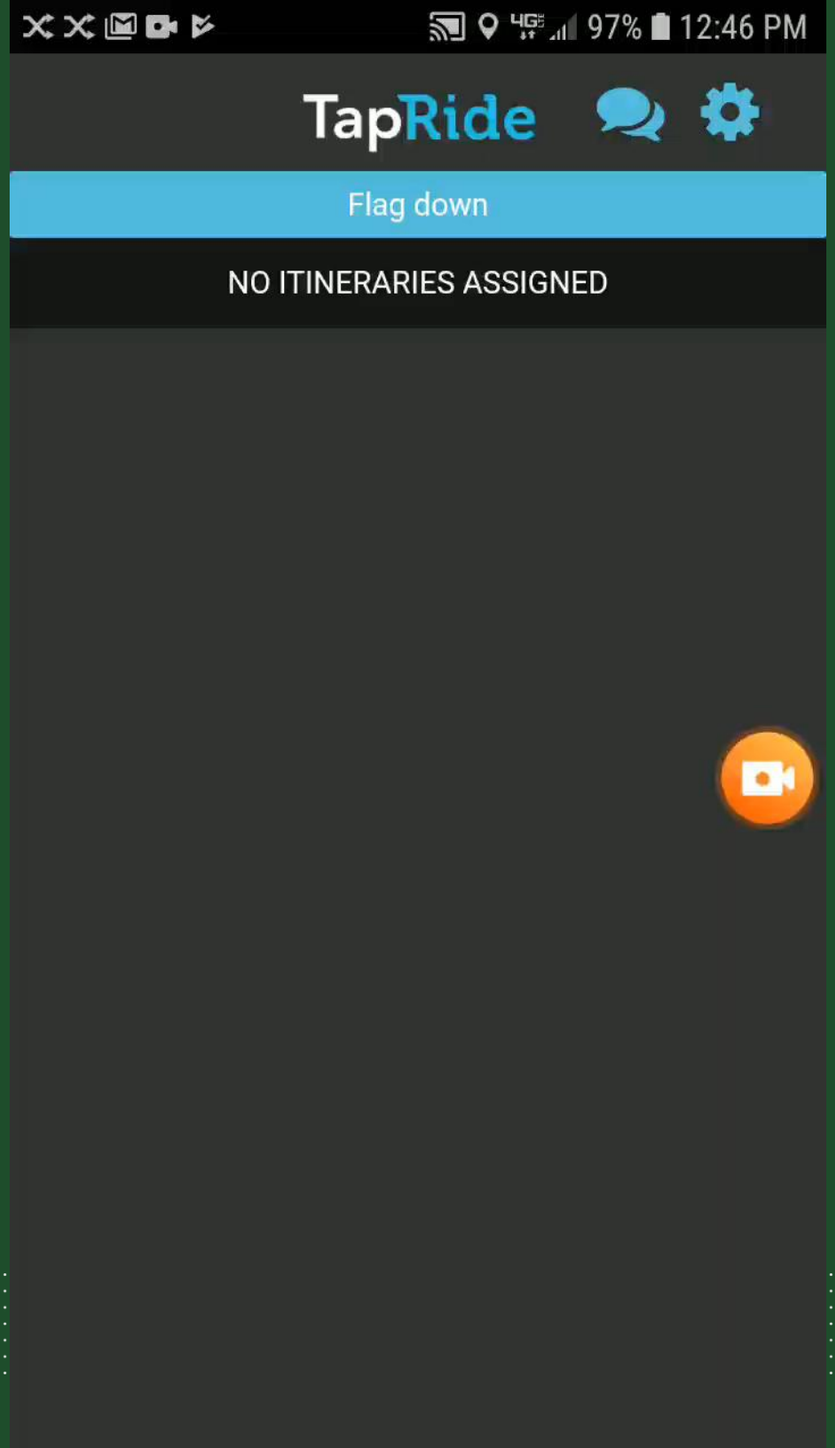
- We DO NOT accept tips of any kind from patrons.
  - If a patron attempts to give you money, please respectfully decline.

- If money is left in the car…
  - At the end of the night, bring the money to the admins at the LSC
  - We will be counting this as a donation towards bettering the RamRide service.

DO NOT TAKE THE MONEY WITH YOU

How Do I RamRide?

The System (Tap Ride)


97% 12:46 PM
TapRide
Flag down
NO ITINERARIES ASSIGNED

End of the Night

Thursday – 2 am

Friday & Saturday – 3 am

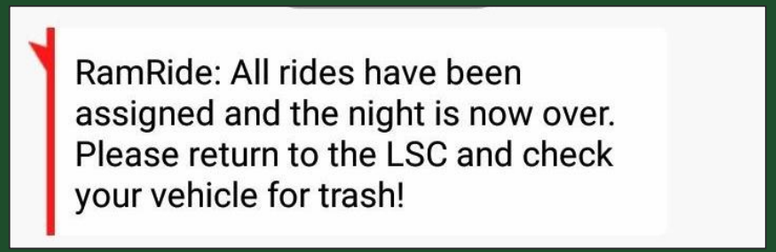
- Dispatch: night is over when phones go off
- Driver/Navigator: remain on the roads until contacted by Dispatch Admin

How Do I RamRide?

Return Notification

- You will receive a text message confirming we have given the last ride in the queue and you may return to the LSC.
- Only return once you have received the text
- If you have not received the text it means that patrons are still waiting for their safe ride
- Please ignore all other text messages
  - Deleting a message does not erase it from our records

How Do I RamRide?



Parking

- **Thursday Night**
  - **Park in LSC A spots**
- **Friday Night**
  - **First two rows LSC Pay to Park**
- Clear Vehicles Of:
  - Trash, lost items
  - Prohibited substances: you may be held liable

You are responsible for any parking tickets

How Do I RamRide?

RamRide Quiz

Where does RamRide not drop off patrons?

A. In front of a bar

B. At a party

C. On Campus

D. Both A & B

RamRide Quiz

Where do I park at the end of the night?

Thursday: LSC A spots
Friday & Saturday: LSC Pay to Park spots

RamRide Quiz

What do you do if you need to cancel a ride?

A. Call Dispatch Admin

B. Press the Cancel Button

C. Return to the LSC

D. Turn off Your Phone

RAMRIDE.COLOSTATE.EDU

RAMRIDE

RIDE ON

est. 2003

RAMRIDE APP DOWNLOAD NOW

ANDROID APP ON Google play

Available on the App Store

Download Our App!

Inform patrons that we have an app they can use

Safe and Nonjudgmental

- Respectful at all times
  - Language, music, conversations
  - No smoking, vaping, juuling, etc.

- No intrusive questions or actions
  - Numbers, addresses, race, age, sexual orientation, gender identity or expression, creed, color, religion, national origin or ancestry, disability, veteran status, genetic information, or pregnancy

You are responsible for your actions

What is a Safe Ride?

Your Responsibility

Legal Definition of Standard of Care

- “The watchfulness, attention, caution and prudence that a reasonable person in the circumstances would exercise. If a person's actions do not meet this standard of care, then his/her acts fail to meet the duty of care which all people (supposedly) have toward others. Failure to meet the standard equals negligence”

TL;DR – if you can help, do so. If you don’t, you could get in serious trouble.

What is a Safe Ride?

CO Safe Haven Law

- (CRS:**18-1-711)**
  - Immunity for persons who suffer or report an emergency drug or alcohol overdose IF:
    - **Report in good faith**
    - **Remain on the scene**
    - **Cooperate with emergency services**

What is a Safe Ride?

Traffic Laws

- RamRide vehicles MUST obey all traffic laws
  - State vehicles
    - Police Services will NOT give you a break
  - You will be responsible for any tickets you receive
  - If an accident/collision is your fault:
    - May be referred to Student Resolution Center (SRC)
  - Do not allow prohibited substances inside the vehicles
  - Vehicles are equipped with **Telematics**

What is a Safe Ride?

Your Responsibility

- RamRide cars MUST obey all traffic laws
  - Do not park in non-designated areas – Laurel Village

Calling 911

Wellness Check, Aggressive/Uncooperative Patrons, Accidents/Crimes

Colorado State University

Wellness Check

- **An in-person check-up from local resources to help an individual**
- Call for a wellness check if a patron has:
  - Suspected alcohol poisoning
  - Serious injuries (blood, broken bones, etc)
  - If you are concerned for their welfare at any time

When Do I Call 911?

Wellness Check

Aggressive Patron

Accident/Crimes

Steps for Calling

Alcohol Poisoning 101

- Symptoms:
  - Passed out, drifting in/out of consciousness
  - Cold, clammy, pale, bluish skin
  - Irregularly slow/shallow breathing
    - <8 breaths/min, 10+ sec between breaths
- Vomit
  - Especially without waking up
- Cannot walk without assistance

Have they become zombified??

When Do I Call 911?

Wellness Check

Aggressive Patron

Accident/Crimes

Steps for Calling

Aggressive or Uncooperative Patrons

Driver or Navigator feels unsafe/uncomfortable

1. Terminate the ride

2. If patron willingly gets out of the car
   - Call non-emergency FoCoPD

3. If patron refuses to get out of the car
   - Exit vehicle
   - Take keys
   - Call 911

4. Call Dispatch Admin

When Do I Call 911?

Wellness Check

Aggressive Patron

Accident/Crimes

Steps for Calling

Witness Any Accidents or Crimes

- If you are involved in an accident
  - Call 911, then Dispatch Admin
  - STAY ON THE SCENE
- If you witness any illegal activity or an accident
  - Call 911, then Dispatch Admin
  - If you are not involved, ask 911 if you need to stay

When Do I Call 911?

Wellness Check

Aggressive Patron

Accident/Crimes

Steps for Calling

911 Procedure

1. Call 911, tell them your location, identify yourself as a RamRide vehicle

2. If calling for Wellness Check
   - Give patron’s symptoms

3. Call Dispatch Admin IMMEDIATELY
   - We will meet you at the scene

4. DO NOT LEAVE THE SCENE

5. Do not take patrons to the hospital

When Do I Call 911?

Wellness Check

Aggressive Patron

Accident/Crimes

Steps for Calling

Calling Dispatch Admin

After 911, party-reporting, vomit, vehicle damage.

Colorado State University

Party Reporting

- Drop off at an obvious party
- Call Dispatch Admin
- Dispatch will flag the address
  - Will no longer drop off at the address
  - Will still pickup patrons from a party
- Cannot flag apartment complexes
- Admin Dispatch may proactively call you if we suspect a party

When Do I Call Dispatch Admin?

Party Reporting

Vomit

Taking a Break

Vehicle Damage

Misc. Questions

Vomit

- During Operations
  - Have vomit bags handy at the beginning of the night
  - Encourage patrons to take their “souvenirs”
    - Latex gloves in case they won’t
- **Do not** clean up vomit
  - Call Dispatch Admin if it gets on or in the car

When Do I Call Dispatch Admin?

Party Reporting

Vomit

Taking a Break

Vehicle Damage

Misc. Questions

Taking a Break

- Call Dispatch Admin when you want to start your break
  - Finish the rides in your queue
- May need to wait for other vehicles
- Input break on TapRide App
- Call when you return from break
- Remember RamRide Image
  - Do not go to parties

When Do I Call Dispatch Admin?

Party Reporting

Vomit

Taking a Break

Vehicle Damage

Misc. Questions

Accidents and Damage to Vehicle

- Inspect vehicle at the beginning of the night
  - Report to Dispatch Admin ASAP
- Call Dispatch Admin if there is ANY damage done to the vehicle.
  - Scratches, dents
- Includes maintenance issues
  - Broken lights, turn signals, low tire pressure

When Do I Call Dispatch Admin?

Party Reporting

Vomit

Taking a Break

Vehicle Damage

Misc. Questions

Miscellaneous Questions

- Do not hesitate to call us if you have any questions throughout the night!
- Remember to call when you go to, and come back from, break
- Call Admin Dispatch whenever you call 911 **FOR ANY REASON**

We are here to help!

When Do I Call Dispatch Admin?

Party Reporting

Vomit

Taking a Break

Vehicle Damage

Misc. Questions

RamRide and the Community

- Drivers and Navigators help RamRide live out our values and mission
- What does it mean to be a good neighbor?
- Think about your WHY
  - Why do you drive?
  - Why RamRide?

OFF-CAMPUS LIFE
COLORADO STATE UNIVERSITY

Why Do You RamRide?

Why Do You RamRide?

Community Members

Tricia Dietz Hamm ▸ Colorado State Parents & Fan

September 8, 2018 at 9:07 AM ·

This is a great option for anyone needing a ride late night. My daughter volunteered years ago.

Home - RamRide

ramride.colostate.edu

13

Colleen Marie I appreciate Ramride SO much. My daughter and her friends use it often. I love this program!!!

Like · Reply · 15h

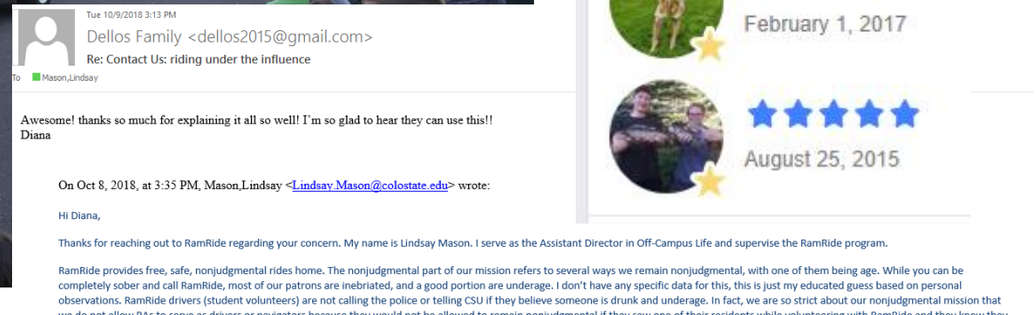
2

Jennifer Martinez ▸ Colorado State Parents & Families

April 11 at 10:53 PM ·

Colorado State University Police and Safety's Post

Going out tonight? There are many ways to get home. Make...



Tue 10/9/2018 3:13 PM

Dellos Family <dellos2015@gmail.com>

Re: Contact Us: riding under the influence

To Mason,Lindsay

Awesome! thanks so much for explaining it all so well! I'm so glad to hear they can use this!!
Diana

On Oct 8, 2018, at 3:35 PM, Mason,Lindsay <Lindsay.Mason@colostate.edu> wrote:

Hi Diana,

Thanks for reaching out to RamRide regarding your concern. My name is Lindsay Mason. I serve as the Assistant Director in Off-Campus Life and supervise the RamRide program.

RamRide provides free, safe, nonjudgmental rides home. The nonjudgmental part of our mission refers to several ways we remain nonjudgmental, with one of them being age. While you can be completely sober and call RamRide, most of our patrons are inebriated, and a good portion are underage. I don't have any specific data for this, this is just my educated guess based on personal observations. RamRide drivers (student volunteers) are not calling the police or telling CSU if they believe someone is drunk and underage. In fact, we are so strict about our nonjudgmental mission that

August 24, 2017

February 1, 2017

August 25, 2015

What Does the Community Say about RamRide?

Community Members

What Does the Community Say about RamRide?

RamRide Quiz

RamRide Quiz

Who do you call first if you witness an accident or crime?

A. Dispatch Admin

B. 911

C. Another RamRide

D. Fire Department

RamRide Quiz

What do you do if a patron is being physically aggressive?

A. Run away screaming

B. Get out of the vehicle and call 911

C. Threaten the patron with violence

D. Engage in fisticuffs with patron

RamRide Quiz

Which of these is a sign of alcohol poisoning?

A. Unusually slow breathing

B. Wont stop singing

C. Cold bluish skin

D. Both A & C

RamRide Quiz

What policy is RamRide piloting this semester?

A. We will take patrons to Denver

B. Our fleet now includes helicopters

C. We changed our hours of operations

D. We drop off at locations other than home addresses

Do’s and Don’ts

✓ ✗

DON’T

Pursue Vehicles

Allow more people than you have seatbelts

Give patrons any food or drink

Drop off in front of a bar, liquor store, or intersection

Take patrons to the hospital

Allow illegal substances in the vehicle (including alcohol and marijuana)

DO

Drive safe

Clean out your vehicles

Follow all traffic rules

Use designated pick-up & drop-off locations

Represent RamRide proudly

Look after your fellow Rams

Have Fun!

Win $20 RamCash!

- Let us know how we're doing!
  - Email @ end of the night
- Entered into drawing to win $20 RamCash
- Help us improve RamRide!

RamRide Survey!

@RamRide_CSU

Follow Us!

Do not take photos of patrons

RamRide Sponsors

These businesses help RamRide ensure the safety of the Fort Collins community through feeding YOU for free!

GOLD ROUTE

FREE LATE NIGHT SHUTTLE

RUNS 10:30 P.M. ▸ 2:30 A.M.
FRIDAYS & SATURDAYS

LEAVES EVERY 15 MIN FROM OLD TOWN

DOWNTOWN STOPS:
- Mountain & Remington
- Olive & Remington

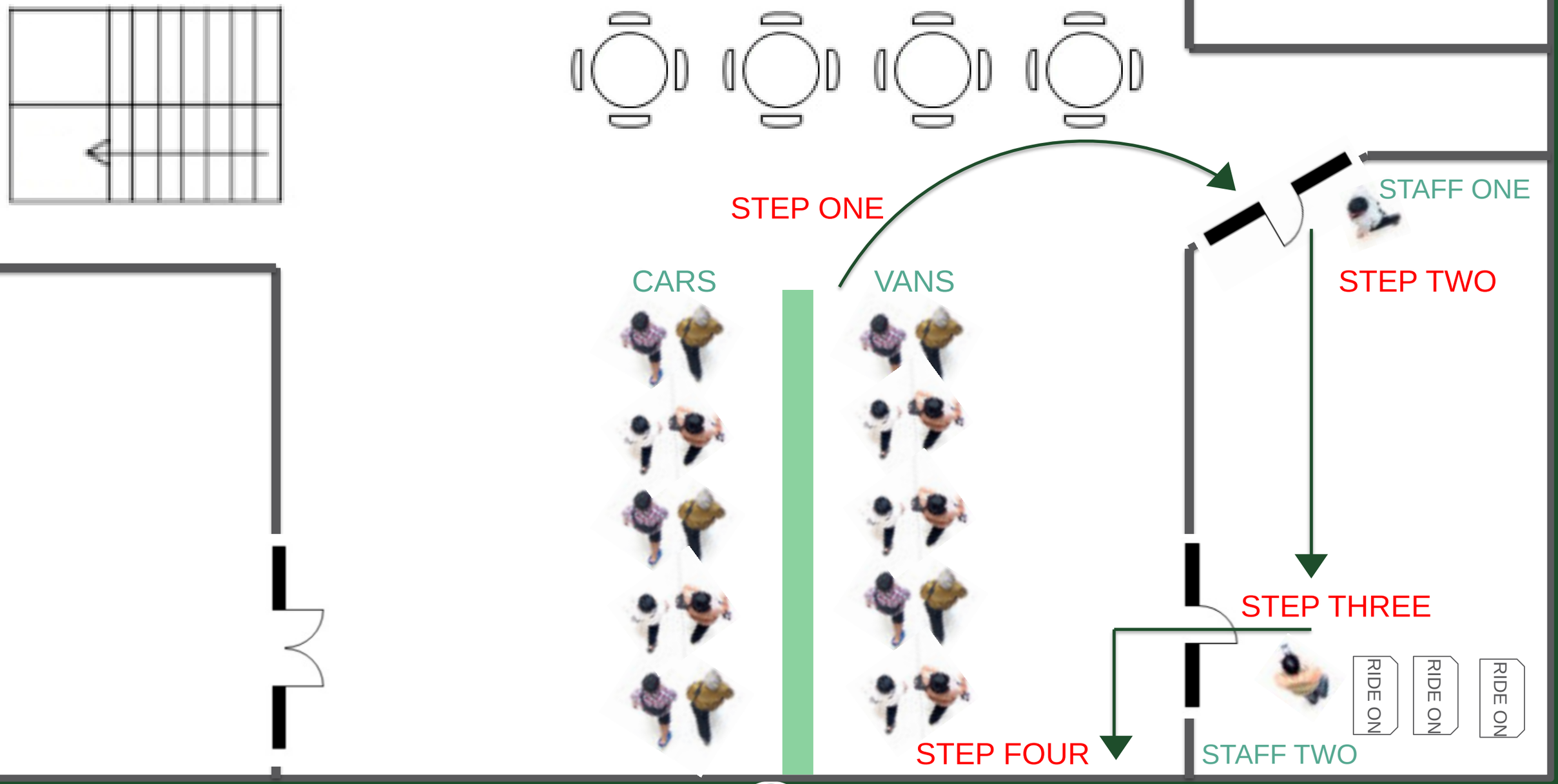
ROUTE CONNECTS OLD TOWN AND CAMPUS WEST AREA

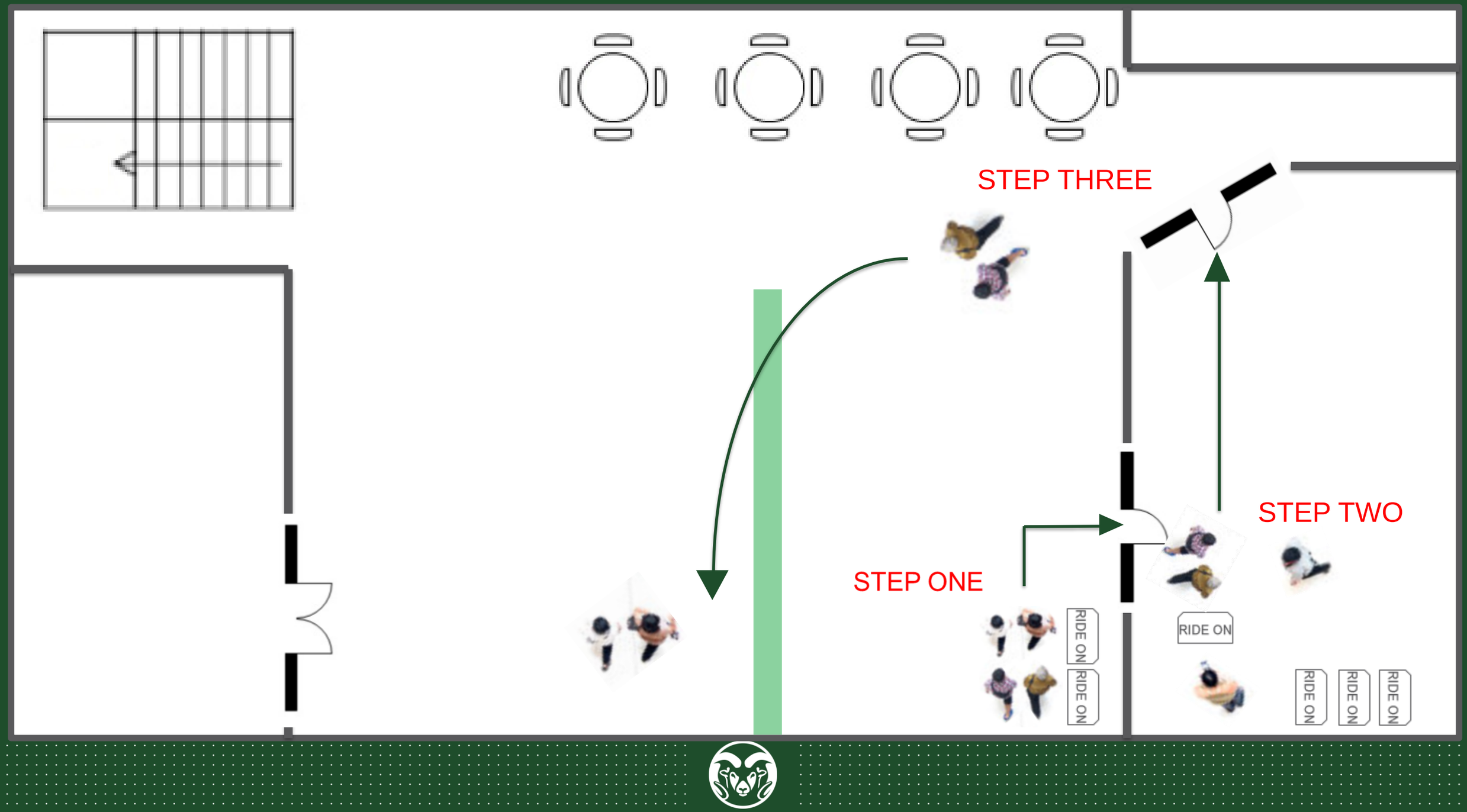
ridetransfort.com/gold

TRANSFORT

We’re Hiring!!

- Looking for a job that has…
  - A fun staff
  - The ability to work closely with other students
  - Professional development opportunities
- Apply for Off-Campus Life **Marketing Manager and Public Relations Coordinator** OR **Graphic Designer** positions!


STEP ONE
STAFF ONE
STEP TWO
CARS
VANS
STEP THREE
RIDE ON
RIDE ON
RIDE ON
STEP FOUR
STAFF TWO


STEP THREE
STEP TWO
STEP ONE
RIDE ON
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Questions?

OFF-CAMPUS LIFE
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Thank you

Colorado State University

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