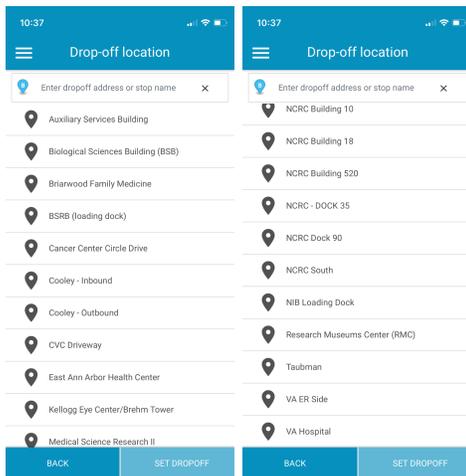


You asked and we listened! We are excited to introduce our first **on-demand shuttle service between BSB and RMC** using the [Bio Research Shuttle](#). This service will be available M-F between 10:30am and 4:30pm. You can request a ride via the TapRide mobile app for Android or iTunes OR by calling 734-936-0472. Please note that the shuttle is a true on-demand service and that prescheduling rides is not available. The app will give you an estimated pick-up time when you request your ride (just like Uber).

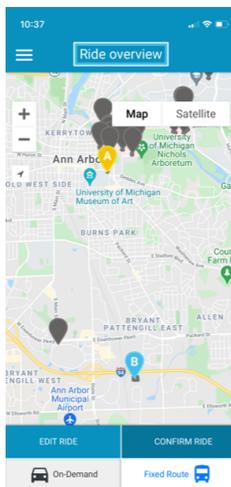


How to request a ride on the app:

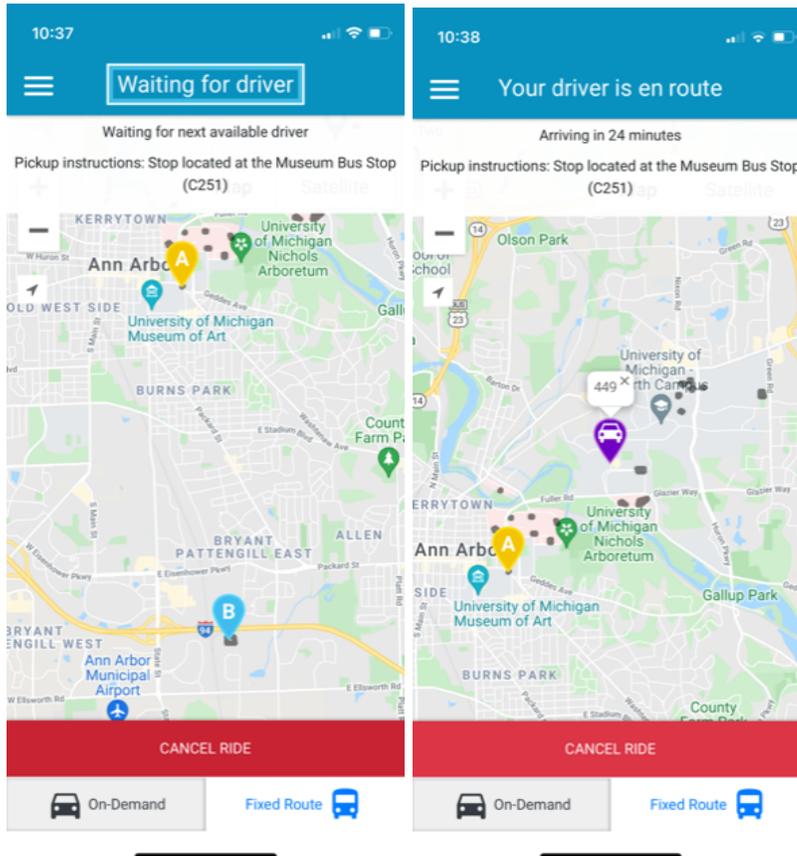
1. Select “Research Shuttle: University of Michigan”
2. Login with your UMICH username and password to request a ride
3. Select your pickup and drop-off locations: Biological Sciences Building (BSB) and Research Museum Center (RMC). BSB pickup/drop-off will be at the Washtenaw entrance, as pictured.



4. Select to “Confirm Ride” in the bottom right corner



- Next, the app will contact the driver to confirm the ride and you'll see "Waiting for Driver" (first image). Once confirmed, an ETA will populate on the "Your driver is en route" page (second image). You may choose to cancel your ride by hitting the red "Cancel Ride" button.
- As the driver progresses toward your location, you'll see the arriving time and map update (again, just like Uber).



We will continue to run the Green Cab shuttle until we are confident in this new on-demand solution. **In order to fully test the Bioresearch Shuttle, if you request the shuttle please wait for it to arrive instead of jumping on a Green Cab that might show up a bit earlier.**

#### **FAQ:**

Q: I need to get to/from RMC before 10:30am, what do I do?

A: Continue to use the Green Cab shuttle for this time period. Once we confirm that the Bioresearch Shuttle will work for our needs, Jen Wolff will work to extend the coverage time. Until then, we'll offer the Green Cab.

Q: How many passengers will fit in the van?

A: Four passengers would comfortably fit in the van. It would be best practice for each passenger to request a ride in the app individually.

Q: I am not satisfied with the service, who should I contact?

A: Please reach out to the EEB CA, Jen Wolff - [jenwolff@umich.edu](mailto:jenwolff@umich.edu).

Q: I keep getting an error message in the app referencing connect issues, what do I do?

A: I (Jen) have gotten that message too and have ignored it and found that it does not cause an issue.

Q: Can I use this shuttle to transport specimens?

A: Yes, so long as they are packaged in the proper way. The Collection Managers can advise on specimen packaging. Alcohol should continue to be moved by the LSA Movers.