Operating Procedures

Please review this section to become familiar with the expectations, guidelines, procedures, and instructions for requesting schedule changes.

- Transportation Guidelines and Expectations
- Scheduled Ride Procedures
- Requesting Schedule Changes

Transportation Guidelines and Expectations

1. Personal Care Attendants (PCAs) will not be provided by Access & Accommodation Services or the Transportation Program. The drivers' only responsibility is to safely transport passengers to and from their pickup and drop off locations. Any other personal assistance including but not limited to carrying books/medical equipment from a residence to class, is the responsibility of the passenger. One (1) aide accompanying the passenger for the purpose of assistance is considered reasonable if all the following conditions are met:
    1. The passenger has a chronic illness/disability that requires assistance and/or needs assistance traveling with medical device(s).
    2. The aide's destination is the same as the student they are assisting.
    3. Seating is available (i.e., there are open seats after all scheduled passengers are picked up).
2. Service animals are permitted on the golf carts if they remain under the control of their handler. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. The work or task a dog has been trained to provide must be directly related to the person's disability.
    1. Emotional support animals – animals whose sole function is to provide comfort or emotional support – do not qualify as service animals under the ADA. These animals will not be permitted on the golf carts for any reason.
3. The Access & Accommodation Services Transportation Program cannot transport students off campus for any reason. Additionally, the transportation program **does not** transport students to intramural fields, the student health center, track and field, or any similar location.
4. AAS enforces a zero-tolerance policy on aggressive, confrontational, or harassing behavior. Disrespectful, discriminatory, threatening, or inappropriate language or gestures will not be tolerated. Access & Accommodation Services reserves the right to ensure the safety and comfort of staff and passengers. Non-compliance may result in refusal of services, and incidents will be reported to Student Conduct.
5. Transportation Services is not responsible for a passenger's safety while waiting for a driver at the location of origin or after passenger is dropped off at the designation location. If you feel unsafe at any time on campus, University Police safety escorts are available to all students, faculty, and staff. For a UPD escort, call 870-972-2093. Please note:
    1. Both starting and ending locations must remain on campus.
    2. Safety escorts will walk with you, there will be no other means of transportation provided.
6. Contact is expected to end when the trip is complete unless it is regarding a lost item. Unwanted contact (where there is no mutual consent) will be treated as harassment.

Immediately alert the Director of Access & Accommodation Services if a driver or rider contacts you repeatedly for any reason other than your current trip or a lost item. Unwanted contact includes but is not limited to:

1. Texting
2. Calling
3. Visiting
4. Contacting on social media

Scheduled Ride Procedures

Scheduled pick-up times are when a passenger should expect to depart from their scheduled pick-up location. Please be at the pickup location 2-3 minutes before your listed departure time. The driver will wait at the scheduled pick-up location for no more than **five (5) minutes** before moving on to the next scheduled passenger.

Passenger no-shows and tardiness for scheduled rides negatively affect the scheduling efficiency of the Transportation Program and the needs of other passengers. After **three (3)** consecutive no-shows and/or tardies, the passenger will receive a courtesy email asking if they wish to continue services. If no reply is received within 48 hours, the passenger will be removed from the schedule and must reapply. It is imperative that passengers follow through with rides they have scheduled or cancel a ride at least thirty minutes in advance. Consequences for regular or repeated actions that interfere with the effectiveness of the AAS Transportation Program are listed below. Violations beyond what are listed may result in dismissal from the Transportation Services program.

1st Violation: The Transportation Coordinator will contact the passenger for a discussion.
2nd Violation: Letter of warning.
3rd Violation: Scheduled meeting with the Director of Access & Accommodation Services.

Excused No-Shows or Cancellations

1. Illness (frequent use of this reason may require documentation).
2. A family emergency, such as illness or death of a family member.
3. A mobility aid fails and prevents the client from accessing transportation as planned.
4. Inclement weather.
5. Staffing error.
6. Other occurrences verified by the Transportation Coordinator or designated staff.

Unexcused No Shows or Cancellations

1. The student did not know they had a ride scheduled or that they had to call or cancel.
2. The student doesn’t want to ride with a specific driver/client or on a specific vehicle.
3. The student failed to board within the five-minute window after the scheduled pick-up time.
4. The student failed to cancel their ride within thirty minutes of the scheduled trip, UNLESS canceling a ride that is scheduled between the hours of 7 AM - 8 AM. In this case, email messages left before 7 AM that day will be honored as advanced notice.
5. Other occurrences verified by the Transportation Coordinator or designated staff.

Requesting Schedule Changes

Passengers are responsible for their own travel scheduling. Requested cancellations made by the passenger will always be approved. Other changes will be approved when possible. While we will do our best to accommodate schedule change requests, we cannot guarantee all requests can be fulfilled. If changes are not approved, students are still responsible for ensuring they can attend class. Emailing, messaging via Sling, or calling the office are all accepted methods for schedule change requests.

Requests for scheduling changes or program modifications should be specific and include reasons for the change. Access & Accommodation Services will make every effort to communicate feedback both verbally and in writing.

Same Day Requests

- Requests for a passenger who is not already on the schedule for the day will not be accepted.
- Requests for those already on the schedule will be granted, if feasible. But please note that this may not always be possible.
- Call the office at 870-972-3964 as early as possible to request your changes.

Next Day Requests

- Requests must be made from 8:00 AM – 4:30 PM on the previous day.
- These requests will be granted if submitted within one hour on either side of the requested trip time.

Canceling Rides

- Call the office at 870-972-3964 as soon as possible, but no later than 30 minutes before your scheduled ride.

Other

- For other changes to your schedule that are not listed above, please contact the Transportation Coordinator.