

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

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