

**Transportation Services Operating Procedure
Access & Accommodation Services
Arkansas State University**

The Americans with Disabilities Act of 1990 was designed to remove barriers that prevent persons with disabilities from fully participating in society. To comply with the ADA, Access and Accommodation Services has a Transportation program that supports students with disabilities as reasonably and equitably as possible. See the details below regarding our program procedures.

Things To Know About the AAS Transportation Program:

- Access & Accommodation Services currently operates **one** (1-4 passenger) and **two wheelchair accessible** (1-4 passenger) golf carts in peak service.
- The applicant is expected to familiarize themselves with the Access & Accommodation Services Transportation Program's *POLICES AND PROCEDURES* before completion of their application.

Accommodation Transportation Service Hours

Monday – Friday 7:30 A.M.- 4:30 P.M

****Limited slots available from 7:30 AM-8:00 AM****

Please speak with your access counselor if you have concerns about getting to classes beginning at 8 AM.

***If you need assistance outside of our transportation hours, please don't hesitate to contact the University Campus Police at [870-972-2093](tel:870-972-2093) for transportation assistance.**

Who Is Eligible for Transportation Services:

Transportation Services is generally provided to individuals with the following disabilities or symptoms:

- People with disabilities or impairments that make walking across campus a substantial burden. This does not include injuries that make it uncomfortable or inconvenient to go from class to class.
- People who use scooters or wheelchairs and need a wheelchair golf cart to a particular location on campus due to physical constraints in navigating their devices around campus.

Types of Eligibility:

- **Unconditional Eligibility** – You have golf cart transportation throughout your time at A-State for all classes if your schedule is provided promptly and other policies outlined in the policy are followed regularly.
- **Conditional Eligibility** – You will use the golf cart to get to some classes but not all. Or you have an episodic physical or health condition where transportation may be required sometimes but not unconditionally.
- **Temporary Eligibility** – Granted to individuals who experience a temporary loss of functional ability that prevents them from accessing campus equitably for an extended period. For example, an individual may need to undergo two months of treatment for a health condition, resulting in severe fatigue for the duration of treatment.

How to Apply for AAS Transportation Services?

To be eligible for Transportation Services, students must register with AAS by filling out our online application (or paper application if needed) and provide documentation of disability or impairment.

Link to Online Application:

https://arkansasstateuniversity.formstack.com/forms/request_transportation

**** The Transportation Coordinator will put those eligible for transportation services on the schedule for regular pick-ups and communicate with students as required.*

****Those with temporary impairments who are only seeking transportation accommodation do not have to fill out the AAS application but must fill out a transportation request form and provide documentation.*

Policies and Procedures for Transportation Services:

- Access & Accommodation Services reserves the right to adjust passengers' schedules based on the availability of drivers. Still, an adjustment in schedules should not interfere with us getting you to class on time. If we cannot get you to class on time, you will be given as much advance notice as possible, and the Transportation Coordinator, along with your access counselor, will inform your professors.
- Access & Accommodation Services reserves the right to deny a service request if the person requesting does not meet the definition of a person with

a disability under the ADA, if a ride is not requested in a timely manner, requested outside of operating hours, and that is off campus grounds.

- The driver's responsibility is to transport passengers to and from classes safely. Any other personal assistance, including but NOT limited to carrying books, assistive devices, etc., is the passenger's responsibility.
- If a student has a personal aid, as defined by the ADA, that assists them in navigating campus life, that aid is eligible to ride along with the student if their pick-up and drop-off destinations are the same as the student they are assisting, and there is enough seating available.
- Transportation Services is not responsible for waiting for the passenger's transportation to arrive at the drop-off location if another party is picking them up. The golf cart driver will ensure the passenger is dropped off at a safe location. If any passenger feels unsafe while waiting, *UPD will provide a safety escort for you 24 hours a day. Call them at 870-972-2093, and they will walk with you if the starting and ending locations are on campus.*

Other Considerations:

- **Scheduled Times:** Passengers should be at their pick-up location at the time designated on the schedule and should be at the appropriate location. Drivers will wait 5 minutes at the designated area before leaving to fulfill other rides.
- **Next Day Service** will be granted, from schedule requests made the previous day, within one hour on either side of the requested trip time. Requests for the next day service will be taken between 8:00 AM and 4:30 PM. Please complete the online form at https://arkansasstateuniversity.formstack.com/forms/request_transportation or call 870-972-3964 for all schedule requests. It is the responsibility of the passenger to follow up on any messages/emails requesting service and to confirm scheduled pick-up times.
- **Same-Day Service/Schedule Changes:** If you are already on the schedule, these changes can be made when feasible. Approved changes will be first come, first served, and if space is available. If you receive transportation services and are not scheduled for a ride on a given day, *impromptu rides will not be approved.*

****To cancel a ride or make changes on the same day, please call 870-972-3964 or message the SLING app as early as possible.*

Late and No-Show Policy:

*****Rides should be canceled at least 30 minutes in advance.**

- After **three** consecutive missed pickups, the passenger will receive a courtesy email for further needing our services. If no reply is received within **48 hours**, the passenger will be removed from the schedule and must re-apply. For information, please see the Access & Accommodation Services Transportation Service

Excused no-shows beyond the rider's control

1. Illness (Excessive use of this reason may require documentation by the client's physician)
2. A family emergency, Such as illness or death of a family member
3. A mobility aid fails and prevents the client from accessing the bus system.
4. Access & Accommodation Services will not count no-shows in case of inclement weather.
5. Acts of God 5/7/14
6. Staffing error
7. Other occurrences verified by the Transportation Coordinator or designated staff.

“Sanctioning individuals who chronically fail to show up for scheduled rides is not refusing to provide service based on disability. An appropriate system of sanctions can help to deter or deal with individuals who misuse the system, absorbing capacity that could otherwise go to people who need rides and increasing costs.”

Transportation of Passengers With Assistive Animals

- AAS Transportation Services will transport passengers with Service Animals if the passenger has followed all other processes above.
- AAS Transportation Services will not transport passengers with an Emotional Support Animal (ESA) if the animal accompanies them to or from campus locations because an ESA is only designated to be in a student's residence.

******If there are ever any concerns about drivers not arriving timely, forgetting passengers, or other problems, please report these issues to AAS immediately. Also, if golf grant transportation is denied for any reason, you will be informed, and it is still your responsibility to get to class as required, using other resources communicated by AAS staff or other measures you obtain for yourself!***