

Accessible Bus Policy

Dec. 18, 2013

The Accessible Bus

Mission

- The Accessible Bus operates under the ADA umbrella to provide scheduled transportation to and from on campus locations to students with mobility and/or visual impairments who have difficulty using the university Shuttle. The Accessible Bus does not make a distinction between students with permanent versus temporary mobility difficulties.

Hours of Operation

- The hours of operation coincide with those of the university Shuttle Bus.

Administration

- The Accessible Bus is administered by the WCU Transportation Office in the Facilities Management Department. The Accessible Bus is owned and operated by a third party under contract with the university.
- The Accessible Bus is only permitted to operate to and from on campus locations. ADA does not require the university to provide service in areas not served by the university Shuttle.

Rider Qualifications

- Riders must be currently enrolled WCU students.
- Riders must have either permanent or temporary mobility impairment.
- Potential Riders must be vetted and referred by any one of the following:
The Students with Disabilities Office
The Student Health Center
Public Safety

Service Requests

- Accessible service is solely by advance registration. It is not an on demand taxi service.
- Service requests must be made a minimum of 24 hours in advance. Requests made after business hours or in the afternoon prior to weekends or holidays will take longer to process.
- All service requests will be submitted via the Transportation website:
www.wcupa.edu/INFORMATION/AFA/Facilities/Transportation/Buses/Shuttle/home.asp
- Phone requests do not replace the requirement for web based requests.
- Submission of transportation requests is not a guarantee of acceptance.
- Trips are subject to review by the Transportation Office who will verify appropriateness.
- Direct contact will be made with the student to validate the request and begin service.

Shuttle Obligations

- The Shuttle will provide safe transportation with a wheelchair accessible bus.
- Riders will be assisted onto and off the Shuttle if they require it.
- Riders will be treated with dignity and respect.
- Requested pickup and drop off locations on campus will be accommodated when safe and practical. Suitable alternatives will be provided if the requested location is unacceptable.
- Scheduling and other ridership informational assistance will be available.
- The Shuttle will make every attempt to get students to their location in a timely manner, but schedule conflicts, traffic, and other issues may cause delays.
- Schedule conflicts will be addressed as follows:
Preference will be given to students headed to class over students headed home, lunch, or other non-time sensitive locations.
Students who are not leaving one class to attend another may be asked to be picked up earlier than their requested time.
- Educate riders about the five (5) minute wait window and the 'No Show' Policy.
- The Shuttle will wait for riders for five (5) minutes past a scheduled pickup time before leaving. If a shuttle arrives late for a pickup, it will still wait five minutes.
- The Shuttle will keep a record of 'No Shows' and chronic tardiness. See No Show Policy
- The Shuttle will notify riders in a timely fashion via email about any 'No Show' infraction.
- The Shuttle will investigate and record rider complaints as well as report the outcome.

Rider Obligations

- Riders will be on time and at the designated pickup location. Lateness and 'No Shows' cause delays in the schedule for subsequent riders.
- Riders will call either the Accessible Bus driver or the Transportation Office in advance if they are cancelling a trip.
- Flexibility and respect for other riders and their schedules is expected, especially during times of scheduling conflicts.
- Civility towards the drivers, other riders, and the Transportation staff is expected.
- Riders will understand that ad hoc route and or time changes may be rejected without comment. On the spot changes may negatively impact the scheduled trips of other riders.
- Complaints should be made in a timely fashion and contain as many details (who, what, when, where, etc.) as possible. Complaints may be made by phone, but issues of a more serious nature should be followed up in writing to the Transportation Office.
- Riders will accept and abide by the 'No Show' Policy.

No Show Policy

- The ADA and the US Department of Transportation (DOT) regulations permit the temporary suspension of paratransit service to riders who establish a pattern of missing scheduled trips. Missing trips is commonly called a 'No Show'.
- A No Show cannot be issued for reasons beyond the control of the rider. Common circumstances may be, but not limited to:
 - Family emergency
 - Sudden illness
 - Failure of a mobility aid
 - Personal attendant failed to show
 - Shuttle error – shuttle failed to show or was later than the 5 minute pick up window, etc.
 - The rider found other means of transportation after waiting for a Shuttle that arrives well after the scheduled pickup time
 - Failure to make a return trip after a missed trip
- Only actions or inactions that are within the control of the rider that result in missed trips can be cause of issuing a 'No Show'.
- The Transportation Office will notify riders in writing, within a reasonable amount of time that they were issued a 'No Show'. The date, time and location information will be included.
- The Transportation Office will keep a record of the incident and of the contact with the rider.
- Riders will have a two week period from their notification in which to file a written appeal.
- Appeals will be addressed to the Transportation Office and the Office of Judicial Affairs, 238 Sykes Student Union. Failure to appeal during that window will validate the 'No Show'.
- Appeals will be adjudicated solely by the Office of Judicial Affairs. This department will be free to determine the structure of their review process. Their decision on the appeal will be final.
- Both the rider and the Transportation Office will receive notification of the outcome.
- Depending upon the decision, the 'No Show' will either be validated or expunged as of the date of the incident.
- A finding of three (3) valid 'Now Shows' within any four (4) week period will result in a Notice of Cancellation. Both the student and the Office of Judicial Affairs will be alerted in writing by the Transportation Office.
- The Office of Judicial Affairs will review the Notice of Cancellation and determine what punitive action, if any, will be taken. The ADA regulations will be used as guidelines. Results will be issued in writing to the student and to the Transportation Office.
- The Transportation Office will be prohibited from taking any official or unofficial punitive action except as specifically directed by the Office of Judicial Affairs.