

Arkansas State University

Access & Accommodation Services (A&AS)

Golf Cart Transportation Policy

Transportation Services for Persons with Disabilities or Impairments

The Americans with Disabilities Act of 1990, a civil rights bill, was designed to remove barriers that prevent persons with disabilities from fully participating in American society. In the area of public transportation, the Americans with Disabilities Act clearly states that regular bus service should be the primary means of public transportation for everyone, including people with disabilities.

What Should One Know About A&AS Transportation Services?

Access & Accommodation Services Transportation program was established in August of 2006 to assist students with physical disabilities in getting to and from their classes. Students who need this accommodation are encouraged complete the Access & Accommodation Services registration process. Students are expected to familiarize themselves with the A&AS Transportation Program's **POLICES AND PROCEDURES** prior to completion of their application.

Access & Accommodation Services currently operates **ONE** (1-4 passenger golf cart) and **ONE** (1-6 passenger bus) in peak service.

Who Is Eligible for Transportation Services?

Under the Americans with Disabilities Act, disability alone does not qualify a person to use the Transportation Service. Transportation Services is provided to the following general groups of persons with disabilities:

Persons who have a specific disability, impairment or condition which prevents them from fully engaging in a major life activity (i.e. walking), to or from class.

Persons who need a wheelchair golf cart to a particular location due to physical constraints.

Persons for which no other equitable accommodation can be made (i.e. disability parking).

Types of Eligibility Given to Individuals

- **Unconditional Eligibility** – An individual who is unable to travel to and from class under any circumstances, allowing the individual to make all trips using transportation.

- **Conditional Eligibility** – Transportation Services can establish conditional eligibility for those individuals that may be requesting to use transportation for some trips.
- **Temporary Eligibility** – Temporary eligibility, for a defined period of time, can be granted to individuals who experience a temporary loss of functional ability that prevents individual from traveling to and from class.

How to apply for Access & Accommodation Services Transportation Program?

To be eligible for Access & Accommodation Services Transportation Program, one must complete an application in the A&AS online AIM system and provide documentation of disability or impairment. Paper applications are also available to be printed if needed. Eligible applications are reviewed by the Transportation Coordinator and put on the schedule for pickups depending upon eligibility types.

PART OF THE REVIEW PROCESS INCLUDES AN IN PERSON OR VIRTUAL MEETING WITH THE TRANSPORTATION COORDINATOR.

Applications and all information for transportation service may be obtained by calling Access & Accommodation Services at **870-972-3964** and speaking with the Transportation Coordinator.

Policies and Procedures for Access & Accommodation Services Transportation Services

Personal Care Attendants will not be provided by Access & Accommodation Services Transportation Services. The drivers' responsibility is to safely transport passengers from point of origin to their classes. Any other personal assistance, including but NOT limited to carrying books from a residence to class, is the responsibility of the passenger. An aide accompanying the eligible passenger for the purpose of assistance is considered eligible, as long as their point of origin and destination are the same.

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, see message that University Police makes available to all students, faculty and staff: *UPD Escorts ----Our department will provide a safety escort for you 24 hrs a day. Anytime you feel unsafe walking through campus, give us a call 870-972-2093 and we will walk with you. Both starting and ending locations must remain on campus. Also prepare for the weather as we will walk with you.*

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 the hours of 8:00 AM and 4:30 PM. Please call **870-972-3964** for all schedule requests. It is the responsibility of the passenger to follow up on any messages requesting service, to confirm scheduled pick-up times, etc.

Same day schedule changes or alterations, for a person who is already on the schedule for the day, will be allowed only when feasible. Approved changes will be on a first come first serve basis. To cancel a ride or make changes on the same day, please call **870-972-3964** as early as possible.

Same Day requests for service for a passenger who is not already on the schedule for the day, will not be accepted by Access & Accommodation Services Transportation Services.

Scheduled pick up times are actually scheduled Departure Times. Passengers should allow themselves enough time when requesting a scheduled ride to be at the actual pick up location three to five minutes prior to the scheduled pick up or departure time. The driver will wait at the scheduled pick up/drop off for 5 minutes and move on to the next scheduled passenger.

Passenger no shows and late shows for scheduled rides greatly affect the scheduling efficiency of the Transportation Service Program and the schedule of other passengers. *For more information, please see the Access & Accommodation Services Transportation Service No Show Policy.*

Access & Accommodation Services Transportation Program

No Show Policy

It is imperative that passengers follow through with rides they have scheduled or cancel a ride at least thirty minutes in advance. [Federal Register, v 56 no. 173/Rules and Regulations, page 45604] ADA allows public transit providers to sanction passengers who establish a pattern or practice of missing scheduled rides for paratransit service, "Sanctioning individuals who chronically fail to show up for scheduled rides is not refusing to provide service on the basis of 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." A pattern or practice involves intentional, regular or repeated actions, not isolated, accidental or singular events. No-shows attributable to causes beyond the individual's control, including problems with the delivery of that service, cannot form part of such a pattern or practice.

EXCUSED NO-SHOWS BEYOND THE RIDER'S CONTROL

1. Illness (Excessive 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 the bus system.
4. Access & Accommodation Services will not count no-shows in cases of inclement weather.
5. Acts of God 5/7/14
6. Staffing error
7. Other occurrences verified by the Transportation Coordinator or designated staff.

UNEXCUSED NO SHOWS OR CANCELLATIONS WHEN A TRIP IS MISSED FOR THE FOLLOWING REASONS

1. Establishes pattern of schedule-blocking: reserving ride, then cancelling repeatedly
2. Client didn't know the he/she had a ride scheduled or was supposed to call to cancel
3. Client doesn't want to ride with a specific driver or other client on a specific vehicle.
4. Client failed to board within the five-minute window after the scheduled pick up time.
5. Client failed to cancel their trip reservation within thirty minutes of the scheduled trip with the following exception: a) when canceling a ride that is schedule between the hours of 7 and 8 A.M. In this case, voice mail messengers left prior to 7 A.M. the following morning will be honored as proper advanced notification.
6. Other occurrences verified by the Transportation Coordinator or designated staff.

Consequences for No-Shows that form a pattern and/or Tardiness that forms a pattern within a semester:

1st violation: The Transportation Coordinator will contact the passenger for discussion.

2nd violation: Letter of Warning

3. Scheduled meeting with the Director of Access & Accommodation Services.

Violations beyond what is listed above, with sufficient documentation, may result in dismissal from the Transportation Services Program.

Transportation Services & Animals

Transportation Services allows all service animals according to the following criteria:

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.3, "service animal" is defined as "any guide dog, signal dog or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items." DOT ADA regulation 49 C.F.R. Section 37.167 (d) requires transit entities to permit service animals to accompany individuals with disabilities in vehicles and facilities. . It is important to note that while the U.S. Department of Justice has amended the definition of "service animal" for purposes of its ADA regulations under Titles II and III of the ADA, for state and local governments and places that are open to the public, the definition under DOT ADA regulations for transportation has not changed. Therefore, members of the public may find that some service animals may no longer be considered service animals once they leave a transportation system.

Transit agencies may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of drivers or other riders, create a seriously disruptive atmosphere, or are otherwise not under the rider's control.

A passenger's request that the driver take charge of a service animal may be denied. Caring for a service animal is the responsibility of the passenger or a PCA.

* Emotional Support Animals: DOT ADA regulations at 49 C.F.R. Section 37.3 define a service animal as an animal "individually trained to work or perform tasks for an individual with a disability." If an animal's only function is to provide emotional support or comfort for the rider, that animal would not fall under the regulatory training-based definition of a service animal and would not be permitted on Access & Accommodation Services vehicles.

Reasonable Modifications

Whenever feasible, requests for modifications/accommodations should be made in advance of when the modified service is being requested to be provided by the A&AS Transportation Services Program. The request should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use transportation services. Access & Accommodation Services will make every effort to communicate determinations on requests for modifications in advance of when the service will be needed verbally or in writing.