

PARATRANSIT

Van Services for Students
with Disabilities



Department of Transportation Services

TABLE OF CONTENTS

I. Introduction	Page 2
II. Eligibility Policies and Procedures	Page 3
a. Who Is Eligible?	Page 3
b. How to Apply	Page 3
c. Trip Priorities	Page 3
d. Riding Temporarily	Page 4
III. Operating Policies and Procedures	Page 5
a. Student Responsibilities	Page 5
b. Driver Responsibilities	Page 5
c. Cancellations	Page 5
d. No-Show Policy	Page 6
e. Riding Procedures	Page 6
IV. Intercampus Bus Services	Page 7
V. Days and Hours of Operation	Page 7

Introduction

Rutgers, the State University of New Jersey has created a paratransit service for students with disabilities. It is available for all students who have a documented disability and who are unable to use the intercampus bus system to get to and from classes safely.

The Department of Transportation Services (Dots) operates the service. Trips must originate and terminate at on-campus locations.

We have developed these procedures and guidelines based on the changing needs of the passengers and our operation.

Our services are designed for you the rider. Please let us know of any suggestions you may have while using any of our services. Our goal is to provide you with exceptional service. We use highly trained drivers and specially equipped vans and buses to provide the safest and quickest shared-ride possible.

The Paratransit Service compliments our regular bus service by providing a service to those individuals who cannot use the regular buses for some or all trips, due to one or more disabilities.

This program is an individualized service in which the cooperation of each passenger is essential. It is necessary that both passengers and staff make the service the best and most effective for everyone by observing the following guidelines.

Eligibility Policies and Procedures:

Who Is Eligible?

Permanent and temporarily disabled students.

How to Apply

For students who require accessible transportation who cannot utilize the typical campus bus service for a particular reason due to a temporary or permanent disability, Rutgers offers a paratransit van. To be considered for this additional van service, students must complete the [Transportation Request Form](#).

Students will need to ask their physical or medical provider to submit the [Certification of Medical Need](#).

The student will receive provisional van services for two weeks pending the receipt of the Certification of Medical Need from their physician. It is the student's responsibility to ensure that their physician completes and submits the Certification of Medical Need form to allow for continuous transportation after the provisional two week period.

Upon receipt of Certification of Medical Need form and satisfactory review, the coordinator of the van service will contact the student to discuss continued transportation needs and make appropriate arrangements.

Note:

Regular standing rides: provided for students based upon class schedules. For example: a pick-up at Campbell Hall, main entrance, every Wednesday, for transportation to Scott Hall, College Avenue entrance, arrival by 8:20am.

Call-in rides: Rides may be provided if at least 24 hours notice is provided and if there is a van available. Call-in rides cannot be scheduled directly with the driver. Contact 848-932-7817 for Call-in ride requests.

Trip Priorities

Students with a permanent disability have priority over students with a temporary disability. In the event that the van service becomes overburdened, students with temporary disabilities may be advised to seek alternate transportation such as, a temporary handicap parking permit, the regular campus bus service or the Area Wide Transportation Service.

Personal Care Attendants may accompany permanently disabled students in the van.

Regularly scheduled pick-ups have priority over one-time or irregularly scheduled pick-ups.

Riding Temporarily

Students with temporary disabilities will be transported for a period of six weeks. During the fifth week you must contact Disability Services to notify them that your Paratransit service needs to be extended. Another doctor's note stating that extended service is needed and you must fill out a Certificate of Medical Transportation form.

Operating Policies and Procedures

Student Responsibilities

1. The student must contact Disability Services to obtain a letter requesting van services and providing documentation as necessary.
2. The student must complete the [Van Services Request Form](#) each semester after they have been approved for the service to alert Dots to their needs for the semester.
3. The student is expected to be at the designated pick-up point at the scheduled time. Daily schedule information is available by calling 848- 932-7817. Every effort is made to ensure riders are picked up as close to the designated time as possible, however, delays do occur. 10 minutes before the scheduled pick-up time, passengers should be waiting by the outside door of the pick-up location.
4. If the van does not arrive within 15 minutes of the designated pick-up time, the student should call 848-932-7817 and after 11:00PM call Rutgers Police Department at 732-932-7211. At that time, the student will be provided with a revised van arrival time.

Driver Responsibilities

1. If the student is not present at the designated pick-up, the driver is required to wait five minutes after the designated pick-up time.
2. If the driver is late for a scheduled pick-up, the driver will contact the student directly or will contact Dots and, if possible, will provide a revised pick-up time.
3. If a student requests the use of seat belts and/or tie-downs, the driver will assist with these devices.
4. Students are encouraged to use seat belts and tie-downs at all times.

Cancellations

Cancellation of any ride must be phoned in **at least one hour prior** to the scheduled ride. Please call 848-932-7817. This gives us an opportunity to provide service to another passenger. Any cancellations phoned in without a one-hour notice could result in the student being designated as a "no show."

No-Show Policy

1. When a student is not at the scheduled pick-up point within five minutes of the scheduled time and before a van departs, or fails to cancel within 30 minutes prior to the ride, the student is designated as a "no-show." The first time a no-show is designated, Dots will call the student and explain the policy.
2. If the student is given a second no-show designation within the same semester, the passenger will be suspended from rides for one day and the Office of Disability Services will be contacted.
3. If the student is given a third no-show within the same semester, Dots will suspend the student's eligibility to use the van service for a minimum of 1 week and a maximum of 6 weeks, which may extend into the following semester. The student will be notified of Dot's decision, in writing, within five business days of the third no-show. The rider may appeal Dot's determination by filing a grievance with the Office of Compliance and Student Policy Concerns [here](#).

Riding Procedures

1. Drivers are responsible for all student transportation activities while the student is in route, including loading and unloading procedures, and are responsible for assuring that regulations are followed to assure maximum safety and efficiency.
2. Drivers are to remain on the ground to guide wheelchairs onto and off of the lift.
3. Wheelchair brakes must be engaged before the lift is operated.
4. Drivers shall use one hand to hold onto the wheelchair whenever the lift is operating.
5. Drivers will assist all students to a safe position in the van. Wheelchair brakes must be engaged and everyone must be stationary before the van is placed in motion by the driver. All students are encouraged to use seat belts and wheelchair tie downs if applicable.
6. Drivers must immediately notify their supervisors regarding unsafe loading/unloading conditions involving van equipment, student equipment, or student preference.

All students are encouraged to cooperate with these procedures for their own safety and the safety of the drivers and fellow passengers. Students not cooperating with these procedures may be denied further service.

Complaints involving any of the procedures set forth in this pamphlet should be submitted by visiting dotshelp.rutgers.edu and filing a Get Help Inquiry explaining your issue.

Intercampus Bus Services

All intercampus buses are equipped with wheelchair lifts and drivers are advised to announce all stops and to provide assistance to individuals with disabilities when assistance is requested. Students are encouraged to utilize the intercampus bus services unless they believe that the intercampus buses are unable to provide safe and effective transportation for the particular student's needs. If student's would like to discuss access concerns with a transportation specialist at DOTS please contact us by visiting dotshelp.rutgers.edu and filing a Get Help Inquiry explaining your issue.

Days and Hours of Operation

The paratransit service runs Monday through Friday 8:00am until 11:00pm. Saturday and Sunday are by special request. For any questions between the hours of 8:00am and 11:00pm, call 848-932-7817 and after midnight call RUPD at 732-932-7211.