

# Vandal Access Service

## *Program Policies and Procedures*

### **Background:**

The Vandal Access Shuttle has provided University of Idaho students and employees with mobility limiting disabilities equal access to facilities, programs and services on campus for the past nine years. Parking and Transportation Services has operated the shuttle on a deviated fixed route schedule since the onset of the program in 2008 (fixed route which deviates for individuals with disabilities), operating during the academic year, most academic breaks and summer sessions.

The program charter was specific to providing transportation across campus for individuals with disabilities but seats have always been made available to able-bodied individuals as room allowed. Ridership data over the years indicate that ridership is comprised of approximately 25% individuals with mobility impairments and 75% students, faculty, and staff riding to meet other needs. The cost of operating a larger 12 passenger bus on a continuous campus route for nearly 12 hours/day throughout the year has resulted in the program operating expenses exceeding program funding for the past several years.

Refocusing on our original charter and creating routes based exclusively on the needs of our riders will both reduce costs to the point of program sustainability and more efficiently provide access to UI campus resources for Vandals with mobility impairments. The new ADA-equipped Vandal Access vehicle is more agile, fuel-efficient and technologically advanced. With Vandal Access, we look forward to more effectively opening doors to campus resources so all Vandals can achieve their goals here at UI.

### **Program Policies and Procedures:**

#### Requesting Service

- To request van services, students and employees should call the Vandal Access cell phone at 208-596-3722, email us at [vandal-access@uidaho.edu](mailto:vandal-access@uidaho.edu) or come to the Parking and Transportation Services office at 1006 Railroad Street; a Vandal Access rider form will be

completed (and must include a University of Idaho email address for contacting) along with the requested schedule of rides.

### Documentation

- Within 5 days of utilizing van services, riders must submit documentation (in the form of a doctor's note on doctor's office letterhead) indicating the duration that transportation services will be necessary, and stating that the individual meets the definition of a "person with a disability", as defined by Idaho Code § 49-117(7)(b), which states:
  - "Person with a disability" means: (i) A person who is unable to walk two hundred (200) feet or more unassisted by another person; (ii) A person who is unable to walk two hundred (200) feet or more without the aid of a walker, cane, crutches, braces, prosthetic device or a wheelchair; or (iii) A person who is unable to walk two hundred (200) feet or more without great difficulty or discomfort due to the following impairments: neurological, orthopedic, respiratory, cardiac, arthritic disorder, blindness, or the loss of function or absence of a limb.
- If a personal care assistant (PCA) or a service animal will be accompanying the rider, this information needs to be included on the driver form so that the driver is notified of this in advance.
- Disability Support Services or Human Resources may submit documentation to Parking and Transportation Services (in lieu of the doctor's note) when a request for accommodations is processed and transportation assistance is part of the accommodation.
- Individuals who have obtained a University of Idaho Disability parking permit do not need to submit additional documentation to be authorized to ride the Vandal Access Van; authorization to ride the van will cease at the time of Disability permit expiration if permit is temporary.
- If proper documentation is not submitted to the Parking and Transportation office within 5 days of utilizing van services, transportation services will cease until documentation is provided.

### Non-Scheduled Rides

- Advance notification of at least two (2) business hours is required prior to any non-scheduled ride request. Priority will be given to riders who have pre-scheduled rides.

- Ride requests received after 5 p.m. will be processed the following business day.

#### Hours of Operation and Service Area

- Service is provided with an ADA accessible van during fall and spring academic sessions only, Monday through Friday, 7:00 a.m. to 6:00 p.m.
- Vandal Access services are provided on-campus only, riders cannot be picked up or dropped off at an off-campus location.
- The driver will work with riders to identify nearest possible pickup/drop off locations for specific facilities.
- Due to unforeseen events such as mechanical failures or severe weather/road conditions, all rides may need to be cancelled or rescheduled for a later time. Parking and Transportation Services will make every attempt to notify riders in advance should this occur.

#### Rider Responsibilities

- Riders must be on time for rides. The driver will not call upon arrival and will have a narrow window to service riders. Riders will be marked as a no-show upon being five (5) minutes late for the ride pickup. If a rider is marked as a no-show, all subsequent rides will be cancelled for that day unless the rider notifies the driver by calling 208-596-3722. Calling after a no-show will not remove the no-show from the rider's record.
  - After two no-shows in a semester, a rider will receive written notice to meet with the Parking and Transportation Services Field Operations Manager to provide a plan to remedy no-shows.
  - Three or more no-shows in one semester may result in suspension of service for 30 days (see "Loss of Ridership Privilege").
- If a rider is unable to make a scheduled ride (or no longer needs it), the driver should be contacted at 208-596-3722 at least 30-minutes prior to the ride appointment in order to avoid a no-show. Excessive cancellations (more than 5 cancellations within 30 days) may result in suspension of services for 30 days (see "Loss of Ridership Privilege").
- No open containers of food or drink will be allowed on the van.
- Only service animals will be allowed on the van and the need for a service animal must be indicated on the rider form so that the driver is notified in advance.

### Loss of Ridership Privilege

- PTS reserves the right to refuse service to anyone under the following circumstances:
  - Three (3) or more no-shows in one semester
  - Five (5) or more cancellations in 30 days
  - Anyone who engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others
- PTS will not deny service to an individual solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience or other persons
- In the event of suspension or revocation of ridership privilege, PTS will:
  - Provide the individual with notice, in writing, that the UI intends to suspend service. The notice will contain the reason for the proposed suspension and the proposed duration.

### Appeals

- For both suspension of service and denial of eligibility, appeals must be submitted within 60 days of the decision to [vandal-access@uidaho.edu](mailto:vandal-access@uidaho.edu).
  - Once an appeal is received, the appellant will be given the opportunity to present information and arguments.
- Appeals will be adjudicated by the AVP of Facilities.
- PTS will provide the individual with written notification of the appeal decision and the reasons for the decision.