

Accessible Shuttle Services Transportation Policy

The Bates College [Transportation Office](#) is committed to providing transportation support to facilitate both academic and co-curricular programming for students with accessible needs and disabilities. This policy applies to the Accessible Shuttle service provided to all students who have been approved for its use by the [Office of Accessible Education](#), [Sports Medicine](#) or [Bates Health Services](#).

I. PURPOSE

This policy establishes processes and procedures governing the provisions and use of accessible transportation related services at Bates College.

II. POLICY

Transportation Office personnel strive to provide safe, prompt, and professional service for all Bates Students utilizing accessible transportation services at Bates College. Prioritization is given to pre-arranged academic and medical related transportation. Unforeseen circumstances and adverse weather may require amendments to routes, schedules, and times.

III. DEFINITIONS

ACADEMIC TRANSPORTATION: any transportation that is directly related to academic coursework or programming. Examples of ACADEMIC TRANSPORTATION include, but are not limited to transportation to classes, labs, and class based activities. This transportation is consistent, schedule based and must be within the Bobcat Express service area.

EMOTIONAL SUPPORT ANIMAL: any emotional support animal approved through the Office of Accessible Education [accommodations application process](#).

MEDICAL TRANSPORTATION: any transportation that is related to medical appointments or prescription pick-ups within the Bobcat Express service area. **Individuals seeking emergency or urgent medical transportation should call Campus Safety or 911.**

TEMPORARY CONDITIONS TRANSPORTATION: any transportation support provided to students due to a temporary medical condition or following an injury. This transportation support is temporary in nature, can be schedule based or impromptu, and is intended to assist injured students in getting around campus or to/from their off-campus/on-campus housing within the Bobcat Express service area. Once the student has recovered, this transportation support is discontinued. All students using the Temporary Conditions Transportation service must be approved by the Office of Accessible Education, Sports Medicine or Bates Health Services.

SERVICE ANIMAL: a dog that has been individually trained to do work or perform tasks for the benefit of a person with a disability. The work or task that the dog is trained to do must be directly related to the person's disability.

GENERAL CAMPUS TRANSPORTATION: refers to any transportation that is related to student programming that falls outside of academic and medical transportation that is within the Bobcat Express service area. This form of transportation may be pre-scheduled, but is

usually impromptu in nature. Examples include, but are not limited to transportation to: Commons, athletic facilities, or Ladd Library.

IV. DUTIES & RESPONSIBILITIES

A) HOURS AND SCOPE OF OPERATION

- 1) Students requesting Accessible Transportation support should familiarize themselves with the [Bobcat Express services and hours of operation](#).
- 2) After hours accessibility transportation requests will be handled by the L/A Express shuttle or Campus Safety as appropriate.

B) ACADEMIC TRANSPORTATION

- 1) Students seeking academic transportation support must contact the Office of Accessible Education & Student Support (AESS) to register for accessible transportation accommodations.
- 2) Once approved through AESS, the student will contact the Transportation Office at the beginning of each semester to provide their class schedule and a summary of their transportation needs.
- 3) Working in conjunction with the student, the Transportation Office will develop a transportation plan that reasonably addresses the student's academic transportation needs.
- 4) Once a plan has been established it will be communicated via a series of calendar invitations to both the student and the shuttle driver providing the transportation service.
- 5) Both the shuttle driver and the student should strive to be on-time for any scheduled transportation appointment.
 - a. If the shuttle driver is going to be more than 10 minutes late for a scheduled academic transport, the driver will make a good faith effort to call the student as soon as is practically possible, to advise that they will be late and to provide a revised estimated time of arrival.
 - b. If the student is going to be late or needs to cancel a pick-up, they should call the Bobcat Express (207) 786-8300 to advise the on-duty dispatcher that they will be late for their appointment and should provide a revised pick up time.

Students should contact the Transportation Coordinator with any changes in schedule as soon as possible and for special campus related events.

For academic transportation needs outside of standard classes on campus or outside the Bobcat Express service area please contact the Office of Accessible Education and Student Support.

C) MEDICAL TRANSPORTATION

- 1) Students requesting the Accessible Shuttle for medical transportation should complete the [Medical Transportation Request Form](#).

D) TEMPORARY CONDITIONS TRANSPORTATION

- 1) Students seeking temporary condition transportation support must contact the Office of Accessible Education & Student Support (AESS), Sports Medicine, or Bates Health Services to register for accessible transportation accommodations.
- 2) Once approved, the student will contact the Transportation Office and will provide their class schedule and a summary of their transportation needs.
- 3) Working in conjunction with the student, the Transportation Office will develop a transportation plan that reasonably addresses the student's transportation needs.
- 4) Once a plan has been established, it will be communicated via a series of calendar invitations to both the student and the shuttle driver providing the transportation service.
- 5) Both the Shuttle Driver and the student should strive to be on-time for any scheduled transportation appointment.
 - a. If the Shuttle Driver is going to be more than 10 minutes late for a scheduled medical injury transport, the driver will make a good faith effort to call the student as soon as practically possible, to advise that they will be late and should provide a revised estimated time of arrival.
 - b. If the student is going to be late or needs to cancel the pick-up, they should call the Bobcat Express (207) 786-8300 to advise the on-duty dispatcher that they will be late for their appointment and should provide a revised pick up time.
- 6) When a student calls the Bobcat Express for an impromptu transport, the dispatcher will confirm that the student has registered with AESS, Sports Medicine, or Health Services and advise the student of an estimated time of arrival.
Wait times in excess of 15 minutes, or more, may be common during high demand days and times.
- 7) Students who have called for transport and are not registered with AESS, Sports Medicine, or Health Services will be transported whenever possible, and will be advised to contact one of the listed offices for continued transportation support.

E) GENERAL TRANSPORTATION

- 1) Students seeking student transportation support must first contact the Office of Accessible Education & Student Support (AESS) to register for accessible transportation accommodations.

When a student calls the Bobcat Express for impromptu student transportation support, the dispatcher will confirm that the student has registered with AESS and will advise the student of an estimated time of arrival.

- a. Wait times in excess of 15 minutes, or more, may be common during high demand days and times. Additionally calls of this nature are dispatched on a first-come, first-served basis.

F) INCLEMENT WEATHER AND VEHICLE BREAKDOWNS: there may be times during inclement weather, vehicle breakdowns and other unforeseen circumstances where shuttle services have to be amended, delayed or canceled. Every effort will be made to communicate changes in service.

G) TRANSPORTING SERVICE ANIMALS: Service animals are welcome to accompany their handler at any time. In order to facilitate service, the following is requested:

- 1) When requesting transportation, please alert the dispatcher to the presence of a service animal. This information will allow the dispatch office to send an appropriate vehicle and prepare the driver.
- 2) While boarding, in transit, and exiting the vehicle, the service animal must remain under the control of the student at all times.
- 3) Students accompanied by an animal are required to travel with and provide their own cleaning supplies.
- 4) The student will be solely responsible for cleaning up after any animal during and after transport.
- 5) Animals that cause disruption or safety concerns will be prohibited.

H) TRANSPORTING EMOTIONAL SUPPORT ANIMALS: Emotional support animals will only be transported for veterinarian appointments or emergency veterinary medical attention. Students seeking transportation of an emotional support animal must adhere to the following requirements:

- 1) FOR ALL EMOTIONAL SUPPORT ANIMALS:
 - a. Animals must be authorized by the Office of Accessible Education & Student Support (AESS) prior to their arrival on campus.
 - b. A registry of all approved animals will be compiled, updated and otherwise maintained by AESS and shared with the Transportation Office.
 - c. Students must contact the Transportation Office, at least 48 in advance of the requested animal transportation via the [Emotional Support Animal Transportation Form](#).
 - d. **Transportation requests involving animals without authorization by AESS or made with less than 48 hours notice will be denied.**
 - e. Transportation confirmation will be communicated via a Google Calendar invitation to both the student and the shuttle driver providing the transportation service.
 - f. Upon receipt of the calendar invitation, the requesting student should check the listed details for accuracy and direct any questions or concerns regarding the reservation to the [Transportation Coordinator](#) who sent the invitation or by calling the Transportation Office at (207) 786-6337.
 - g. While boarding, in transit, and exiting the vehicle, the emotional support animal must remain under the control of the student at all times.
 - h. Students accompanied by an animal are required to travel with and provide their own cleaning supplies.

- i. The student will be solely responsible for cleaning up after any animal during and after transport.
- j. Animals that cause disruption or safety concerns will be prohibited.
- k. Violation of these guidelines will result in a refusal to transport and possible referral to the Office of Community Standards.

2) FOR ALL CATS and ANIMALS UNDER 15 POUNDS:

- a. All cats and all other animals (including dogs) weighing less than 15 pounds are required to be transported in a commercially available and appropriately sized and secure crate.
- b. The student is responsible for loading and unloading the secured animal into the vehicle.
- c. Once inside the vehicle and during transportation, the animal must remain in its crate and the student will remain seated with, and in direct control, of the animal's crate for the duration of the transportation.
- d. Animals shall never be left unattended or allowed to roam freely in any Bobcat Express vehicle.
- e. Providing, purchasing and maintaining the appropriate crate for animal transportation will be the sole responsibility of the student requesting the transportation.

6) FOR DOGS OVER 15 POUNDS:

- a. Emotional support dogs weighing over 15 pounds will be required to wear a commercially available, appropriately sized and secured harness (not a collar) at all times during transport.
- b. Once inside the vehicle, the dog must be secured with a commercially available, appropriately sized and secured, seatbelt tether.
- c. During transportation, the student must be seated with and in direct control of the animal for the entirety of the trip.
- d. Providing, purchasing and maintaining the appropriate harness and seatbelt tether for animal transportation will be the SOLE responsibility of the student requesting the transportation.
- e. **Animals that are not cats or dogs and weigh over 15 pounds will not be allowed transport.**

I) NOTICE WHEN ACCESSIBLE SHUTTLE IS OUT OF SERVICE

- 1) All students who are currently accessing Accessible Shuttle Services will be notified whenever the accessible van is unavailable due to maintenance or repairs. Students will be picked up in an alternate vehicle when the accessible van is out of service. Students will be notified via their Bates email as soon as possible in these circumstances.