Van Service Reference Guide

Getting students to class on time is PRIORITY ONE.

Van Coordinator 812-855-5043
vanserv@indiana.edu

DSS 812-855-7578

Hours of Operation:

Monday thru Thursday: First ride: 7:30am
Last ride: 7:30 pm
Friday: 7:30am 4:00pm

To request van rides: students with temporary conditions must do all of the following:

1. Contact the DSS office by calling or coming in person (to Wells Library, W302)

2. Provide documentation of the permanent or temporary mobility limitation that satisfies each of the following criteria:
   - Be written and signed by the treating medical professional on professional letterhead and/or clinic/hospital forms. (Notes on script pads are not acceptable.)
   - Provide a diagnosis/description of the medical problem
   - Provide a statement indicating projected duration of mobility limitations

3. Students who need extensions of time to ride the van must submit additional documentation to DSS explaining the need for continuing rides.

DSS will review submitted materials then notify the van coordinator of student eligibility and the van coordinator will contact students to schedule rides and discuss van policies. You must call the van coordinator to confirm rider status and to ensure that you get on the van schedule. If you do not call, the van coordinator will remove your name from the schedule.

Code of Conduct

1. Students, who establish a pattern of excessive cancellations, will be required to meet with the DSS coordinator to explore causal factors and to determine if the student maintains eligibility to ride the vans.
   a. If the student continues to be eligible to have rides, a plan will be devised with the DSS coordinator to remediate factors causing cancellations
   b. If the student is no longer eligible to ride the van, rides will be immediately cancelled.

2. No-shows (A no-show refers to a student who misses a ride and did not call ahead of time to cancel it):
   a. When a student fails to meet a scheduled ride without first calling to cancel it, the Van Service will immediately take the student’s name off schedule for that day under the assumption that other rides will not be needed. If the student needs other rides, s/he should call the van coordinator to reschedule.
b. If a student fails to meet scheduled rides on two consecutive days, rider privileges will be suspended.

c. If a student fails to meet scheduled rides three non-consecutive times in one week, rider privileges will be suspended.

Students may reinstate rider privileges by meeting with his/her DSS coordinator or with the DSS director to explain the extenuating circumstances responsible for the missed rides.

3. Tardiness:
   a. The van will not wait for students who are late for pick up. If a student misses the van, s/he will be recorded as a “no show.”

   b. Students who miss a ride may call the van coordinator to request that the van return to pick them up. The van driver will make all appointed stops before returning for the student.

ARRANGING EVENING TRANSPORTATION

**Campus buses** are accessible and operate until midnight:
Campus Routes: [http://www.iubus.indiana.edu/campus_bus/ABDEXNO-CAMPUS.pdf](http://www.iubus.indiana.edu/campus_bus/ABDEXNO-CAMPUS.pdf) --Bus drivers are supposed to ensure that reserved spots toward the front of the bus are kept clear for individuals with disabilities. Please let DSS know if this isn’t happening (812-855-7578).

**Safety Escort Service:** call (812)855-SAFE or 855-7233
Fall and Winter Hours:
   Monday—Thursday: 7:00pm—2:00am*
   Friday—Saturday: 7:00pm—12:00am*
Spring Hours:
   Monday—Thursday: 8:00pm—2:00am*
   Friday—Saturday: 8:00pm—12:00am*
*(The last call of the night is taken fifteen minutes before closing.)

**BT Access** ([http://bloomingtonontransit.com/](http://bloomingtonontransit.com/)): Door to door transportation for eligible riders
   There is a lengthy process between application and determination of eligibility and it is a good idea to make application now even if you never expect to use this service. Rides must be arranged one day in advance. BT Access operates until midnight. (812)332-5688

**E2 Taxi (812)961-TAXI**
   Fleet includes 50% wheelchair accessible vehicles

**Yellow cab (812)339-9744**
   As of last contact, there were no cabs equipped to transport an automatic wheelchair or scooter

**Red Tire Taxi (812)269-2690**
   As of last contact, there were no cabs equipped to transport an automatic wheelchair or scooter

**New Freedom transportation voucher program**
   Provides vouchers for half the cost of a taxi ride. For more information on how to apply or how the program works, contact Barbara Salisbury, mobility manager, at (812)855-2191 or bsalisbury@area10agency.org.

**Remember:** Vans provide on-campus transportation only.