

VAN RIDER GUIDELINES

Main Office: A255 Murphy Hall (310) 825-1501 voice, (310) 206-6083 tty, (310) 825-9656 fax
Resource Room: 181 Powell Library (310) 825-2651
Van Rider Services (310) 825-2263

In keeping with the requirements of Federal, State and University Policy, the Office for Students with Disabilities (OSD) provides on-campus transportation for academic programs and activities. Students with verified permanent and temporary mobility-related disabilities are eligible for this service. The OSD, located in A-255 Murphy is open Monday through Friday from 8:00 am to 5:00 pm.

- The hours of regular OSD van operation are Monday through Thursday from 7:20 am to 5:40 pm and Friday 7:20 am to 5:00 pm. Phone (310) 825-2263.
- The Community Service Officers (CSO) operate the van as part of their regular evening van service Monday through Thursday, 6 pm to 12 midnight. Phone (310) 825-9800 and refer to the "Evening Van Service" brochure.
- The OSD offers weekend service with at least 24 hours notification, depending on driver availability. Call (310) 825-2263.

Eligibility/Registration

Qualification: OSD Van Service is available to regularly enrolled University students who have a verified permanent or temporary disability.

Initiation: To initiate service, a rider must complete a Van Rider Intake Form at the Office - A255 Murphy Hall. This form needs to be completed each and every quarter, even for permanently disabled riders. The Mobility Assistance Coordinator or an authorized driver must assist a student with this form. Often times professional documentation is necessary to verify and complete the Van Rider Form.

Scheduling Rides: A schedule of rides will be established when the student completes the Van Rider Intake Form. Rides can be scheduled for the quarter, week or day *on a space available basis*. Rides are scheduled at twenty minute intervals beginning at 7:20 am.

Ineligibility: The OSD Van Service does not provide rides for illnesses, students with communicable medical conditions nor does the OSD operate as a transportation source for emergency care.

Authorized Riders: Authorized Van riders are registered OSD students with mobility based needs, attendants/assistants, readers and notetakers for blind students and guide dogs or companion animals. Unauthorized riders include friends and roommates of registered riders, faculty and staff members and students who flag down the van.

Rules/Policies

No eating, drinking or smoking while in the OSD van.

Seatbelts must be worn by all passengers. Wheelchair users must utilize the four tie-downs and the seatbelt.

Drivers are not permitted to perform attendant duties (e.g. extending a hand to steady a rider user is permissible but lifting a rider in any way is not).

Procedures for Weekday OSD Van Service

The OSD Van follows the most logical route for pick-ups and drop-offs, therefore, the first passenger on the van may not be the first dropped off. Riders may be clustered in the early morning or late afternoon to accommodate the heavy demand for van service. Moreover, due to the frequent heavy demand for requests, rides may be scheduled an hour earlier or later than requested.

A list of designated pick-up and drop-off locations is attached to this policy (or can be obtained at the OSD). It is requested that riders arrive five minutes early to their pick-up spot. Because we may schedule multiple rides, we ask that riders wait at least ten minutes at the designated area and make themselves clearly visible. Additionally, due to the often heavy demand for rides and the Van's tight schedule, the Van may only be able to **wait** for **two** or **three** minutes at your pick up/drop off spot.

Riders who desire to make a change in their schedule need to make changes at least 24 hours in advance. Cancellations should be phoned in as far in advance as possible. Changes, including additions, cannot always be accommodated. Repeated changes and cancellations will result in a meeting with the Mobility Assistance Coordinator and may result in a reduction of service.

Repeated failure to show up for scheduled rides may result in cancellation of service.

If you miss a pick-up during the day, the remainder of your rides for that day may be cancelled unless you contact the OSD to make arrangements.

We request that reservations be made at least 24 hours in advance. Reservations for the same day may be arranged only after regularly scheduled rides are honored and if the schedule permits.

Requests for rides to and from Rehab and Doctor's appointments do not have a priority and may not be honored.

How to Resolve Service Delivery Problems

It is fair to say that even with the best efforts of everyone involved with your service delivery at UCLA, a problem may occur. If this should happen, we strongly encourage you to let us know so that we can work together to solve the problem as quickly as possible. Experience has shown us that many times a problem arises because of a misunderstanding or miscommunication; clarification can be a quick and effective solution. We can help with suggestions on how to resolve problems you may have with your service providers, professors, TA's or Departments. It is best to discuss the issue with the person involved first, and if you have not arrived at a satisfactory resolution, then go to the person's supervisor or department chair. If the OSD is part of the problem, we want to know that, too. Should the OSD be unable to assist in resolving a problem, we can refer you to other on-campus resources.

We recommend the following progression as the most efficient way of dealing with issues:

- 1. Start by discussing the problem with the person involved.**
- 2. If the matter is unresolved, communicate with the person in charge of the services or program in question.**
- 3. If the matter is still unresolved, call and make an appointment with Kathy Molini, OSD Director at (310) 825-1501 (voice), (310) 206-6083 (tty), kmolini@saonet.ucla.edu**
- 4. If the matter is still unresolved, please contact Pam Viele, Interim Executive Director, Student Development, at (310) 206-3819, pviele@ashe.ucla.edu**

The University is available to assist you in resolving conflicts by informal means. Throughout any of these procedures you may expect to be treated with respect, receive a timely response, and have your issues dealt with in a confidential manner (if so requested). Retaliation in any form against persons who file complaints is prohibited by disability-related law and University policy. The University expects from you that you bring up any problems early, give clear and detailed information and be respectful of those people who are working with you. If you wish to know more about your rights as a disabled person under Federal and State law and University policy, OSD can refer you to the appropriate entity.

The Americans with Disabilities Act (ADA) requires the University to adopt and publish procedures to resolve problems regarding access to the educational program for persons with disabilities. An individual who believes he or she has been discriminated against on the basis of disability should contact the ADA/504 Compliance Office at (310) 825-2242.

UCLA developed this information in accordance with these references: Public Law 101-336; the Americans with Disabilities Act of 1990 (ADA); Section 504 of the Rehabilitation Act of 1973; and the University of California Policies Applying to Campus Activities, Organizations and Students, Section 140.00.

If you would like this information in an alternative format, contact the Office for Students with Disabilities at (310) 825-1501, (310) 206-6083 (tty), (310) 825-9656 (fax).