TOWSON UNIVERSITY

PARKING
& TRANSPORTATION SERVICES

TRANSPORTATION REGULATIONS
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1 Transportation Introduction & General Information

Welcome to Towson University. Our Transportation Regulations contained herein will assist you in understanding the shuttle bus services and other transportation services that the university provides.

Transportation Services is responsible for the safe and dependable transportation of Towson University community members. Our first priority is the transportation of students to and from class in a timely manner. Shuttle services are free to TU students, faculty and staff. TU One Cards are not required to board an on-campus shuttle. A valid TU One Card, however, is required to be displayed to the bus driver in order to board any off-campus shuttle in order to travel to and from the campus. There are no exceptions to this rule.

We also provide enhanced Paratransit Service to those with mobility issues. In addition, many shuttle buses have wheelchair lifts and all routes are accessible.

Transportation Services provides the following services:

- **On campus** – The Gold Route, Black Express Route.
- **Off campus** – The Kenilworth, Goucher, Rogers Forge, Loch Raven, Timonium/Cockeysville and Tiger In-Town Routes.
- **ParaTransit** – Services to assist those with mobility issues with getting around campus.
- **SafeRide** – On campus and Tiger In-Town, point to point service during late evening hours when routes are not in operation.
- **Charters** – Transportation services for groups wishing to go to on and off campus locations for activities and events.

2 Rider Responsibility

Those who utilize TU Shuttles and other forms of transportation provided by the university are expected to be courteous and respectful to those around them at all times. A valid TU One Card is required to board any off campus shuttle and must be presented to the bus driver upon request. Shuttle drivers have the authority to refuse service to anyone. Drivers also have the authority to require a rider to leave the bus if it is felt that a rider’s behavior is disruptive or unacceptable. Absolutely no containers of alcohol, illegal or controlled substances, smoking (to include e-cigarettes) or weapons will be permitted on any TU shuttle. Any disruptive or illegal behavior on the part of a shuttle rider may result in the bus being parked and the police being summoned.

3 Incidents

Any traffic accidents involving a TU Shuttle bus requires communication to Baltimore County Police and Towson University Police (if applicable) regardless of any injuries or not. Riders are strongly urged to remain on the bus and give statements and complete any documentation needed by authorities.

At minimum riders must provide their name and university ID number prior to departing the vehicle.

4 Communications

Complete schedules and routes for both on campus and off campus shuttle routes may be found in print in the Parking & Transportation offices, located in the lower level of the Union Garage as well as on our website, www.towson.edu/parking.
Parking & Transportation Services makes every attempt to keep service disruptions to a minimum. When unavoidable service disruptions or delays occur, every effort will be made to notify the campus community as soon as possible. The Parking & Transportation website will be updated and Nextbus.com will be notified of any disruptions.

5 Shuttle Services
The University provides both on and off campus shuttle service when classes are in session. On-campus shuttles run only during the fall and spring semesters. Off-campus shuttles operate on an abbreviated schedule over winter break, spring break and summer breaks when limited classes are being held.

Campus shuttles do not operate when the University is closed for holidays or inclement weather. In the event of university closure due to inclement weather, shuttles will continue to operate one hour after the specified closure time, and begin operation one hour before the University re-opens, provided it is safe to do so.

All scheduled times are departure times. Times are estimates and can be affected by traffic, weather conditions, construction, etc. Riders are expected to arrive at their bus stop at least five minutes before the scheduled departure. Due to the impact of traffic, heavy loads and other issues, riders should consider taking an earlier shuttle than necessary. The university is not responsible for delayed arrival times. Drivers are not permitted to make un-scheduled stops.

Towson University is not responsible for any items lost or left on shuttle service vehicles.

The university at its discretion may re-direct routes, relocate stops (temporarily or permanently), suspend or discontinue service on routes.

The university uses Nextbus.com to provide real-time shuttle departure information. The app can be downloaded by a Smart Phone, the website can be accessed by a PC or tablet. You can also get information by calling 443-921-3003 and entering your stop number.

5.1 On Campus Shuttle Routes
The University provides two on-campus shuttle routes. The Gold Route is a 12 stop shuttle that runs seven days a week during the fall and spring semesters. The Black Express Route runs Monday through Thursday in the morning during peak hours in the fall and spring semesters. Complete routes and schedules can be found in our offices as well as our website, www.towson.edu/parking.

5.2 Off Campus Shuttle Routes
Use of off-campus routes is available to all active Faculty/Staff and students. To ensure the safety of the campus community, riders utilizing off-campus routes are required to present a valid Towson University One Card upon boarding the bus. One Cards may only be used by the person to whom they are issued. The Driver is authorized to confiscate any One Card being used by a person other than the person to whom it was issued.

5.3 ParaTransit Van
The university provides Paratransit Service to students, faculty, staff and university guests with mobility issues who have difficulty navigating the fixed route services on campus. Paratransit service is a shared service and as such may not always provide direct point-to-point service for riders. Passengers should keep this in mind when scheduling/requesting pick-up times.
Passengers must have a mobility issue that precludes the usage of a regular shuttle bus. Passengers in need of rides extending past five days are required to contact and schedule an appointment with the office of Disability Support Services (DSS) to obtain certification to use the ParaTransit service. Once approved, a DSS Card will be issued to the rider. More information can be found on the DSS website. Those who utilize the Paratransit services must abide by established policies and procedures. Once registered, passengers are strongly encouraged to schedule rides in advance through the Parking & Transportation Services offices at 410-704-RIDE (7433) or email upark@towson.edu.

Paratransit Services are provided during operating hours for shuttle routes. At the discretion of Parking & Transportation Services, service may be provided through the use of an alternate vehicle or by temporarily diverting a vehicle operating on a fixed route. The service area for Paratransit is limited to university property and only to areas where a vehicle can safely maneuver.

Parking & Transportation service at its sole discretion will determine what areas can safely be served. Passengers will have access to a lift-equipped vehicle at all locations currently served by university shuttles. Riders may be accompanied by a Personal Care Attendant or a service animal or one individual to assist the rider.

Parking & Transportation Services can accommodate most mobility equipment, including but not limited to: standard and/or motorized wheelchairs, scooters, walkers and crutches. A standard wheelchair is any wheelchair no more than thirty (30) inches wide and no more than forty-nine (49) inches long. Motorized wheelchairs of all types are also accepted, as long as they fit within the size parameters outlined. The capacity limit of wheelchair lifts is 800 lbs., to include the passenger and the mobility device. Wheelchairs must be secured at all times while the vehicle is in motion. Seatbelts are also available upon request to passengers who wish to use them. The use of seatbelts is strongly recommended.

Drivers are instructed to wait for riders for up to 5 minutes from the scheduled pick-up time. If the rider does not arrive within the 5 minute time frame, the driver will proceed to other pick-ups. Requests for pick-ups will generally be accommodated within a half hour window.

Passengers who have multiple no-shows, may be restricted from using the services.

5.4 Safe Ride Service
The University provides Safe Ride service, a point to point service, from 2:30 am to 7:00 am., 7 days a week. Areas served include on-campus locations as well as designated stops on the Tiger In-Town route (Pick-ups only) At the drivers discretion, pickups and drop off will be provided to any on campus area safely accessible by the vehicle. Call 410-704-SAFE(7233) to request service.

5.5 Charter Bus Information
Parking & Transportation Services provides cost-effective charter services (bus rental) for the University community. Accessible vehicles are also available for individuals with special mobility needs. University charter buses are only provided for approved academic trips within the state of Maryland. An outside charter bus company will be provided for any trips outside of Maryland.

All charters must be for official state business as approved by the University and sponsored by Towson University. A representative from any group chartering a bus must be able to assume responsibility for
the group while on board the chartered vehicle. A Dean, Department Head or Designee must verify the purpose of the charter and authorize the payment of the costs incurred by the group.

Any charter that Parking & Transportation Services cannot fulfill will be contracted out to a pre-determined vendor for service. Motor coaches are available for long distance or overnight charters.

Departments are restricted from directly chartering bus services or using vendors who have not been awarded the transportation contract from the University. All charters must be managed by Parking & Transportation Services. Failure to charter service through Parking & Transportation Services will result in procurement denying payment of invoices.

Absolutely no containers of alcohol (opened or unopened), illegal or controlled substances, smoking (to include e-cigarettes) or weapons of any kind will be permitted on any university or commercially chartered vehicle. If alcoholic beverages, illegal/controlled substances or weapons are found, Parking & Transportation Services or Charter company personnel may:

- Terminate the charter immediately and return all passengers to original pick-up point.
- Deny refund issuance.
- Refer the student group/organization to the Office of Student Conduct and Civil Education (if applicable).
- Suspend the department’s/organization’s privileges from utilizing charter services for further requests.

5.5.1 Reservations
Reservations made less than 10 business days prior to the requested date of the charter are not guaranteed. All requests should be made using the online request forms found on the Parking & Transportation website.

Cancellations made after the charter has been confirmed and fewer than 48 hours prior to the date of the charter may result in a cancellation fee. All cancellations must be received in writing with the signature of the representative, Dean, Department Head or Designee.

5.5.2 Additional Information
- Drivers are not allowed to make unscheduled stops.
- Additional costs may be incurred if the vehicle is damaged or grossly littered.

6 Walking Escort Service
The University Escort Service provides an escort service 24 hours a day for anyone who feels unsafe walking on campus. This service, offered by the University Police, operates seven days a week, 52 weeks a year. Contact the Towson University Police Department at 410-704-SAFE (7233) to request a walking escort or to obtain exact details. Blue light emergency phones located throughout the campus may also be used to call for an escort.