

# PARATRANSIT SERVICE INFORMATION

Welcome to Towson University's Paratransit Service operated by Parking and Transportation Services. Please review the following service guidelines:

## General Information

Paratransit Service is a shared-ride, curb-to-curb service offered to students, faculty, staff, and university guests who require special mobility assistance not offered by the university's fixed route services.

Please visit <http://www.towson.edu/parking/shuttle/paratransit.html> for Paratransit Service hours of operation and pick-up/drop-off locations.

## Passenger Information

Paratransit service is provided to students who are registered with the Office of Accessibility & Disability Services (ADS) and to faculty and staff who are registered with the Human Resources ADA Administrator. Visitor requests for Paratransit Services are granted and are not required to be registered with ADS or HR. Personal Care Attendants (PCA), an assistant,

ADS  
[www.towson.edu/ads](http://www.towson.edu/ads)  
410-704-2638

HR ADA Administrator  
[ADArequest@towson.edu](mailto:ADArequest@towson.edu)  
410-704-4162

Paratransit  
[www.towson.edu/parking](http://www.towson.edu/parking)  
410-704-7433  
[ptsschedulerequest@towson.edu](mailto:ptsschedulerequest@towson.edu)

and/or service animals are allowed to accompany registered passengers; however, PCAs and assistants are not allowed to utilize the service themselves. One PCA, assistant, or service animal per passenger is allowed, as long as he or she is not impeding the service of others.

Parking & Transportation Services can accommodate most mobility equipment, including but not limited to: standard wheelchairs, walker, scooters and crutches. A standard wheelchair is any wheelchair no more than thirty inches wide and no more than forty-nine inches long. Motorized wheelchairs of all types are also accepted, provided the chair falls within the size parameters listed. The combined weight of the chair and the occupant may not exceed 800 pounds.

The Paratransit driver will assist wheelchair users in boarding and exiting the vehicle when using the lift; however, the driver may not assist passengers to or from buildings or lift passengers in any manner. For the safety of all riders, wheelchair / mobility devices must be properly secured to the floor of the vehicle while the bus is in motion. Seatbelts are required for passengers riding in mobility devices and are provided for all passengers. Paratransit service to passengers who consistently refuse to have their wheelchairs/mobility devices secured will be terminated.

## Obtaining Registration

Parking and Transportation Services will allow an unregistered passenger a total of 5 days of service per semester prior to obtaining registration. After this timeframe, all passengers are required to be registered either with the Office of Accessibility & Disability Services (ADS) or through the Human Resources ADA Administrator.

To register, students must contact ADS (410-704-2638) to schedule an appointment with a Disabilities Specialist, complete a Disability Support Services Application, and complete a Paratransit Service Application. Applicants will be required to provide proper

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documentation of the disability or temporary condition. Based on this information, the Disabilities Specialist will determine the appropriate Paratransit registration start and end dates. For more information regarding this process, please visit

<http://www.towson.edu/dss/studentguide/documentationguidelines.asp> . Faculty and staff must contact the Human Resources ADA Administrator (410-704-4162) to be registered.

The Paratransit Service Application will be forwarded to Parking and Transportation Services for processing. Passengers are encouraged, but not required, to submit a new pick-up schedule a minimum of 2 weeks before each academic semester.

## Scheduling Rides

Passengers may call 410-704-RIDE to schedule Paratransit rides in advance or on a will call basis. Regular schedules can also be established using the Schedule Request form. Once Parking and Transportation Services has received the passenger's request for service and the rides have been scheduled, confirmation of the actual scheduled pick-up times and locations will be given to the passenger. For will call trips, the dispatcher will provide an estimated time at the time of the call.

Every effort will be made to accommodate all passengers' requested times; however, actual pick-up times may differ from requested times, as schedules are generated on a first-come, first-served basis. Please remember that the Paratransit service is a shared-ride service. Therefore, passengers should allow extra time in their schedules to accommodate other passengers' pick-up/drop-offs. Transportation will be provided within 30 minutes of the agreed upon time.

All passengers are required to be at the scheduled pick-up location a minimum of 5

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minutes before the scheduled time. The Paratransit driver may arrive up to 5 minutes before the scheduled time and will wait until the scheduled time before departing. After this time, the passenger will be considered a no-show and will be required to request another pick-up time based on Paratransit availability. All other rides for the rest of the day will be cancelled with the first no-show.

## Cancelling / Changing Rides

Same-day cancellations or changes must be made by calling 410-704-RIDE as soon as the passenger is aware of the need to cancel or change the trip. Any passenger who does not cancel or change their trip in advance will be considered a no-show and will have his/her subsequent rides for that day cancelled. Passengers must call the Parking and Transportation office to reinstate any cancelled rides. Reinstated rides will be scheduled in the next time slot available.

Temporary and permanent changes to on-going scheduled rides should be requested in writing using the form and submitting it to [ptsschedulerequest@towson.edu](mailto:ptsschedulerequest@towson.edu).

## Service Area

The service area for Paratransit is limited to the Towson University campus. Most off-campus routes are served by lift-equipped shuttles. In the event a lift-equipped shuttle is not available but is needed for service to an off-campus location, Paratransit Service will be provided; however, we are able to serve pre-established shuttle stops only. Advanced notice is required.

## Violations of Paratransit Policy

It is understood that there will be emergencies that cause last minute changes. If this occurs, the passenger is expected to notify Parking and Transportation Services at 410-

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704-RIDE. Any Paratransit passenger who establishes a pattern of no-shows (including being more than 5 minutes late) may have his / her service eligibility suspended.

## Appeal Process

If a passenger disagrees with a suspension of service, as decided by Parking and Transportation Services, he/she may appeal the decision to the Parking and Transportation Services Transportation Manager. All correspondence should be sent to [ptsschedulerequest@towson.edu](mailto:ptsschedulerequest@towson.edu).

Your cooperation with the established processes is appreciated. If you have any questions, concerns or suggestions, please contact our office.

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