



# TOWSON UNIVERSITY

## PARKING & TRANSPORTATION SERVICES

# TRANSPORTATION REGULATIONS

Fall, 2018/Spring 2019

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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 scanned/displayed to the bus driver in order to board any off-campus shuttle in order to travel to and from the campus. Up to two (2) guests may accompany anyone with a valid TU One Card on an off campus shuttle.

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 shuttles**
- **Off campus shuttles**
- **Paratransit** – Services to assist those with mobility issues with getting around campus
- **SafeRide** – As designated by Transportation Services, point to point service during late evening hours when route services are not in operation.
- **Charters** – Transportation services for groups wishing to go to on and off campus locations for academic activities and events.

See the Parking & Transportation website for routes and schedules at: [www.towson.edu/parking](http://www.towson.edu/parking).

# 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. Riders are expected to follow all established university policies and procedures. 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, unsafe or unacceptable. Absolutely no containers of alcohol (opened or sealed), the transport and/or use of illegal or controlled substances, smoking (to include tobacco products and 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. The Driver is authorized to confiscate any One Card being used by a person other than the person to whom it was issued.

# 3 Incidents

Any traffic accidents involving a TU Shuttle bus requires communication to local 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 on at [TUTIGERRIDE.com](http://TUTIGERRIDE.com) and on our website, [www.towson.edu/parking](http://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 the shuttle tracking system will be updated regarding disruptions. Keep in mind that traffic delays, detours and other disruptions to service may adversely affect the accuracy of arrival predictions.

## 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 semester. Off-campus shuttles operate on an abbreviated schedule over winter break, spring break and summer break when limited classes are being held.

Campus shuttles do not operate when the University is closed for holidays, inclement weather or emergency situations. 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 published 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 any 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 software tracking systems to provide real-time shuttle arrival information. Please see the Parking & Transportation website at: [www.towson.edu/parking](http://www.towson.edu/parking) for more information.

### 5.1 Paratransit Van

The university provides supplemental 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. Students 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](#). Faculty/Staff in need of rides extending past five days are required to contact and schedule an appointment with The Office of Human Resources (OHR) to obtain certification to use Paratransit Service. 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 [uRide@towson.edu](mailto:uRide@towson.edu).

Dedicated Paratransit Services are provided Monday through Friday from 7:00 a.m. to 10:00 p.m, during the spring & fall semester and over breaks, Monday through Friday from 8 am to 7 pm Accessible transportation is provided whenever shuttles are in service. 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 determined by Parking & Transportation Services and is primarily on Towson University property 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. Occupied wheelchairs must be secured to the vehicle floor 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.

Riders are expected to be at the pick-up location 5 minutes in advance of the scheduled pick-up time. 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.

## **5.2 Safe Ride Service**

The University provides an on campus Safe Ride service, a point to point service, from 2:30 am to 6:00 a.m., 7 days a week during the fall and spring semesters. Areas served include on-campus locations as well as designated stops on the Tiger In-Town route (Pick-ups only after 3 a.m.) At the driver's 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. Requests for pick-ups will generally be accommodated within 15 minutes.

## **5.3 Walking Escort Service**

The University Escort Service provides an escort service 24 hours a day for anyone who feels unsafe while 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.

## **5.4 Charter Bus Information**

Parking & Transportation Services provides cost-effective charter bus services 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.

### 5.3.1 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. Please go to: <http://www.towson.edu/parking/shuttle/bus.html>

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 or by email from the, Dean, Department Head or Designee.

### 5.3.2 Additional Information

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

## 6 Alternative Transportation Program

Active Faculty, Staff and students who walk, bike, use public transportation or TU Shuttles as their primary method for getting to and from campus are eligible for the Alternative Transportation Program. The application and guidelines are on the Parking & Transportation website at:

<http://www.towson.edu/parking/alttransportation/index.html>

Resident students are not eligible for the Alternative Transportation Program, as they reside on campus. Members of the Alternative Transportation Program are not permitted to purchase a parking permit while they are active members of the program.

## **7** **Suggestions**

Suggestions on methods of improving the transportation services on campus are welcomed by the Parking & Transportation Services office. Suggestions should be addressed to:

Director of Parking & Transportation Services

University Union Garage

Towson University

8000 York Road

Towson, MD 21252

APPROVED: July 1, 2018 PAMELA MOONEY

Director, Parking & Transportation Services