



Disability Management Systems/Student Disability Access Office
402 Oregon Street, Suite 102, Box 90142, Durham, NC 27708, Telephone: (919) 668-1267, Fax: (919) 668-3977, TTY: (919) 668-1329
<http://www.access.duke.edu>

Accessible Transportation Policy

Duke provides an accessible transportation service for students and staff who have a permanent or temporary medical condition that inhibits their ability to ride the fixed route bus service. The accessible transportation shuttle is a door-to-door service that provides transportation on campus to qualified individuals from 7AM -to- 6PM, Monday-Friday. Rides Monday-Friday 6PM- to-12 AM are available via Duke's Van services operation which are non-ramp vans. Appointments for night shift vans must be made 24 hours in advance of the desired appointment time.

- In order to qualify for accessible transportation services, students and staff must register for accommodations with the Student Disability Access Office or Disability Management System.
- Once granted the accommodations, SDAO/DMS will notify Duke Transportation that an individual is eligible for the accessible transportation shuttle.
- The accessible transportation shuttle is not an on-demand service. Individuals must schedule their rides ahead of time.
 1. Rides must be scheduled at least 48 hours in advance of a desired appointment.
 2. Certain last-minute appointments can be made at **least 24 hours prior to your desired appointment.**
 3. The Accessible transportation shuttle will not be able to provide services for a last-minute request or same day request.
- The accessible transportation shuttle will arrive at the pickup location at the time of the scheduled appointment.
- The individual must be at the pickup location at the time of the appointment. If they are not at the pick-up location, the driver will wait five minutes before leaving.
- After 5 minutes the driver will leave, and they will be marked as a **"NO SHOW"**.
- If marked for three **"NO SHOW's"** in a row, the individual will be suspended from the accessible transportation service until meeting with a representative from SDAO/DMS.
- Once approved by SDAO/DMS, the "PTS: ADA Pick-Up Request" form should be submitted with pick-up times, dates, and locations 48 hours in advance. No schedules will be input until Monday if sent after 5PM on Friday to 10:0AM on Monday.

- Pickups are scheduled in 15-minute intervals. If a pickup time is already booked, you will be notified of an earlier or later time to book. Please call **(919) 684-2218** if you cannot make your pickup time.
- If an individual is experiencing difficulty with the accessible transportation shuttle they need to notify SDAO/DMS so they can work with transportation services to solve the issue.