

STUDENT ACCESSIBILITY RESOURCES (SAR) – VAN TRANSPORTATION POLICY

616-331-9540 | 616-331-2490
accessvan@gvsu.edu

VAN GUIDELINES

- Scheduled van transportation is available exclusively to students, faculty, and staff who have registered with the SAR office. Accompanying friends or classmates are not permitted, except in cases where individuals are assisting riders with visual impairments. Please note that SAR van services are authorized solely for academic purposes.
- The van accommodates up to two riders at a time, and passengers are not permitted to sit in the front seat.
- Transportation requests are fulfilled on a “first come, first served” basis. Please be aware that ride times may be adjusted to align with existing schedules. To ensure availability, it is recommended to submit requests well in advance, especially if your schedule is inflexible.
- Van services are provided exclusively on the Allendale campus. Off-campus residents will be picked up at designated campus locations. Pickups at personal parking spaces are not available. A list of authorized pickup and drop-off locations can be found on our website www.gvsu.edu/accessibility/ under the ‘Allendale Shuttle Service’ section.
- Requests for schedule modifications should ideally be made at least 1-2 hours prior to the scheduled ride. While a 24-hour notice is preferable, we understand that urgent changes may be necessary. Changes can be requested by calling (616) 331-9540 or (616) 331-2490, or by emailing accessvan@gvsu.edu. The SAR office hours are Monday through Friday, 8:00 am to 5:00 pm.
- For adjustments or cancellations after 5:00 pm Monday through Thursday, please contact the driver directly at (616) 331-9540. Drivers may not answer calls while actively driving; if unsuccessful, please wait a few minutes before calling again.
- Requests for transportation assistance for reasons other than academic purposes will be considered on a case-by-case basis. Early planning is encouraged, as obtaining approval may require additional processing time.

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MISSED RIDES

- It is essential that you are prepared and waiting at your designated pickup location at the scheduled time. If you miss a ride, contact the SAR office at (616) 331-9540 or (616) 331-2490. Note that the van cannot wait for you beyond the scheduled pickup time, which may result in a wait until the next available trip.
- Unnotified absences from scheduled rides will be recorded as “no-shows.” Drivers keep track of no-shows and report them to the SAR office. Accumulating three or more no-shows within a semester may result in the suspension of van privileges until a meeting with your advisor can be arranged to address any scheduling challenges. Please plan accordingly and notify us of any changes to your requested times to allow others to utilize available slots.
- For example, if your class ends at 12:50 pm, schedule your pickup for 1:00 pm or later, based on availability. If you are late, the driver will wait an additional five minutes. After this period, if you have not arrived, the driver will proceed with the next scheduled pick-up. Remember, the van does not automatically return to pick you up, you must contact the office at (616) 331-9540 to request a pickup.
- If you are late and the van waits, you may need to be transported via the next scheduled ride until the driver can drop you off.

SCHEDULED SERVICE HOURS

Monday - Thursday: 8:00 am – 8:00 pm

Fridays: 8:00 am – 5:00 pm

**SAR Van Services do not operate on Saturdays or Sundays.*

If you need a ride outside of these posted hours (for academic purposes), please call our office at **(616) 331-9540** or (616) 331-2490 during regular business hours: Monday-Friday 8am-5pm or email at accessvan@gvsu.edu to make arrangements.

If you need a ride outside of these posted hours (for academic purposes), please call our office at (616) 331-9540 or (616) 331-2490 during regular business hours: Monday-Friday 8am-5pm or email at accessvan@gvsu.edu for assistance.

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SCHEDULING A RIDE

- Van rides will be scheduled through our scheduling software SimplyBook. You can access our scheduling software through the GVSU website www.gvsu.edu/accessibility then click on 'Allendale Shuttle Service.' Rides can be scheduled up to 2 hours in advance through SimplyBook.
- If you need to schedule a ride within 2 hours, please call our office at 616-331-9540 and we will be happy to schedule one for you. If you require a screen reader to schedule your appointment, please call or email us directly and we will schedule your requested rides; you do not need to use SimplyBook. Rides may be scheduled for the entire semester at any point in time. You will need to schedule each ride individually.

If needed, we can help you by scheduling your rides for the first few times.

Please see the **EXAMPLE** schedule below of the format that you will need to follow when sending your pickup & drop off times.

Please do not send your class schedule or a list of your class meeting times and locations.

***Make sure you allow a minimum of 10 minutes for the van to get you to class when listing your ride times. For example, if your class starts at 11:00 am you would list your potential ride time as 10:30am or 10:45.

DAY 1:

10:30am South E to MAK B

12:30pm MAK B to AUS

2:15 AUS to South E

DAY 2:

12:30pm South E to HRY

4:45pm HRY to South E