

Disability Support Resources (DSR) SCHEDULED Van Transportation Policy

VAN GUIDELINES

- Scheduled van transportation is **only available to students/faculty/staff who have registered with the DSR office**. No friends or fellow classmates that may be with you. Exceptions are made for individuals who are assisting a rider that has a visual impairment.
- No more than two riders in the van at once and no one is allowed in the front seat.
- Transportation is scheduled on a “first come, first served” basis. Please understand that the ride times you requested may have to be adjusted to fit with the existing ride schedule.
- Van transportation is only available on the Allendale campus. If you live off campus, we will pick you up once you have reached one of our designated pickup locations on campus. Pickups at your car parking space are not allowed. **ONLY** designated DSR pickup locations. You will find a list of our designated pickup/drop off locations on our website www.gvsu.edu/dsr and click on ‘Allendale Shuttle Service.’
- Requests for changes to your van schedule is preferred at least 1-2 hours in advance to the scheduled van ride. Ideally, we would like 24 hours’ notice, but we understand that some changes happen quickly. Changes to your ride schedule can be made by calling **(616) 331-9540** or (616) 331-2490 or e-mailing DSR at dsgvsu@gvsu.edu . DSR office hours are 8am to 5pm, Monday through Friday.
- For adjustments/cancellations *after* 5:00 pm Monday-Thursday, you may to speak directly with the driver on duty at **(616) 331-9540**. *Our drivers will not answer a call if they are actively driving. If you do not reach them on your first attempt, please wait a few minutes and call back.*
- Transportation requests for students for anything other than **academic reasons** will be reviewed on a case-by-case basis. Please plan ahead as much as possible for these types of requests because approval may take additional time.

MISSED RIDES

- It is important that you are READY and WAITING for the van at your pickup time and location.
- If you missed a ride, you would need to notify the DSR office **(616) 331-9540** or (616-331-2490). Please note the van will not be able to pick you up **until the next available opening** on the ride schedule. In some cases, this could mean a lengthy wait.
- Rides that are missed without a cancellation will be counted as a “no-show”. Van drivers will be keeping track of “no shows” and report them to the DSR office. Three or more no-shows in a semester may result in loss of van privileges. Please plan ahead and contact us to make any changes to your requested times. This way it could free up the time slot to assist someone else that may need a ride.
- Example: if your class ends at 12:50 pm, your ride should be scheduled for 1pm or later depending on availability. If you are past your 1pm pick up time, the van will wait for five additional minutes. After five minutes, if you have not arrived the driver will proceed to the next scheduled pick up. You may need to make other arrangements to get to your destination. **NOTE: The van does not automatically return to pick you up. You must call our office at (616) 331-9540 to request a pickup.**
- If you are late and the van waits for you, you *may* have to ride in the van through the duration of the next scheduled ride until the driver is able to drop you off.

SCHEDULED VAN SERVICE HOURS:

- Monday 8:00 am to 8:00 pm
- Tuesday 8:00 am to 8:00 pm
- Wednesday 8:00 am to 8:00 pm
- Thursday 8:00 am to 8:00 pm
- Friday 8:00 am to 5:00 pm

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 dsrvan@gvsu.edu to make arrangements.

SCHEDULING A RIDE

Van rides will be scheduled through our scheduling software SimplyBook. You can access our scheduling software through GVSU's website. www.gvsu.edu/dsr then click on 'Allendale shuttle service'. Rides can be scheduled up to 1 hour in advance through SimplyBook. If you need to schedule a ride within 1 hour, 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.

If needed, we can help you by scheduling your rides for the first few times. Here is an **example** of the format that you will need you 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.

Monday:

10:30am South E to MAK B

12:30pm MAK B to AUS

2:15 AUS to South E

Tuesday:

12:30pm South E to HRY

4:45pm HRY to South E

Wednesday:

10:30am South E to MAK B

12:30pm MAK B to AUS

2:15 AUS to South E

Thursday:

12:30pm South E to HRY

4:45pm HRY to South E