

SCOUT CAMPUS TRANSPORTATION SERVICES, POLICIES & PROCEDURES

Fresno State Services for Students with Disabilities, in collaboration with Fresno State Traffic Operations, provides a unique service known as SCOUT, which provides on-campus transportation to students with qualifying permanent or temporary disabilities. Students must be approved through their assigned Disability Management Specialist or by the SCOUT Accommodations Coordinator.

The following policies and procedures must be observed by each SCOUT user:

- Permanent or Temporary SCOUT accommodations can be verified by providing doctor's medical verification that should include the diagnosis (functional limitation or disability) and the prognosis (expected length of time of functional limitation). Medical verification may be able to be acquired through the Student Health & Counseling Center on campus. They may be reached at 559-278-2734.
- Students should schedule an appointment with the SCOUT Coordinator, during each semester they will need services for. Students can schedule an appointment by calling the Services for Students with Disabilities office (SSD) at 559-278-2811.
- When meeting with the SCOUT coordinator, students will help to collaboratively develop a class to class transportation schedule. Only class to class transportation is prioritized. Transportation from or to parking lots, the library, USU, etc., will be based on the availability of the service, at the time requesting.
- When creating a schedule, keep in mind that SCOUT drivers will only wait for students up to 5 minutes after their scheduled pick up, in order to continue on their route. Depending on the day, drivers could take up to 10 minutes after the scheduled time to pick up the student.
- Students will be granted a SCOUT card valid for the expected length of the functional limitation. Riders are expected to keep this card with them at all times to show the drivers.
- Please note that only students with a valid, current semester SCOUT card will be authorized to ride. No classmates, friends or roommates are allowed to ride with the student. Note: For individuals with a personal care attendant as an accommodation, a separate SCOUT card will be issued, only for when accompanying the student.

Cancellations/No Shows/Same Day Changes:

- Cancellations: Please call 559-278-1900 to cancel pick-ups for the same day.
- No Shows: If you miss your first two scheduled pick-ups, the remainder of your pick-ups will be cancelled for that day.
- Multiple No Shows: If you continually miss scheduled pick-ups, after two weeks, your services will be placed on hold, until you confirm with the SCOUT coordinator that you are still utilizing the services.
- Future Cancellations: If you know of a day or days that you will be absent, please notify the SCOUT coordinator at 559-278-2811 or at belenvera@csufresno.edu, in advance.

On-call pick-ups:

- These are not recommended.
- If you decide to use the service as an on call basis, please allow time for on call pick-ups, as they could take anywhere from 10 minutes to 45 minutes, from the time you place the phone call to the time the driver arrives to you.
- When calling the SCOUT phone line, identify yourself by your SCOUT number and your name.
- State your location and your destination. Please utilize the locations listed on the SCOUT map as much as possible.

Recommendation:

If your doctor has discussed accommodations for more than 2 months (>8 weeks), please consider submitting an Application for Disabled Person Placard or Plates (REG 195) form to the California Department of Motor Vehicles.

- Complete form and schedule an appointment to meet with DMV.
 - Take Completed form to DMV to receive your placard the same day.
- Complete and Mail to: DMV Placard, P.O. Box 932345 M/S D238, Sacramento, CA 94232-3450
 - Send Completed form and receive in 4-6 weeks.

If you have any questions, comments or concerns, please feel free to contact the SCOUT coordinator at 559-278-2811 or by email at belenvera@csufresno.edu.

Student Signature: _____ Date: _____

Staff Signature: _____ Date: _____

SSD STAFF ONLY

☐ Permanent

☐ Temporary

AUTH#: _____