

Rider Policy

Permanent Schedule: The permanent schedule is based on the individual rider's class schedule. Scheduled rides are reviewed at the beginning and end of each semester by the Transportation Coordinator. All rides are scheduled on a priority basis and classified as priority 1-5.

- **Priority 1:** rides from home to class
- **Priority 2:** rides from class to class
- **Priority 3:** rides from class to home
- **Priority 4:** rides during academic times to meet with tutors, go to the library or bookstore
- **Priority 5:** non-academic rides

Throughout the semester a rider may make a change to his/her schedule based on academic and/or attendant need utilizing the following steps below:

- Contact the Transportation Coordinator in writing to request permanent change to ride schedule.
- Allow 36 hours after written request is made to have the permanent schedule updated.

No Show Policy: The rider is responsible for canceling any unwanted pickups. Any time you do not call in to cancel a run and do not show up, you will be considered a NO SHOW. Please be considerate of the other riders and call the office to cancel. Extended no shows will be contacted by the Transportation Coordinator.

Added Pickups: Call the Transportation office at least 40 minutes before the desired pickup. Pending availability, the dispatcher/driver will confirm verbally the run.

Canceling Pickups: To cancel a specific pickup, call the dispatcher at least five minutes prior to the run. Be sure to let the dispatcher know if the cancellation affects any of your other scheduled runs for that day. Canceling of runs is VERY important as this permits the schedule to free up for other riders and helps keep the drivers on time.

Missed Pickups: If you missed your ride, call immediately for the next available pick-up time. If the driver is late, you can call for an estimated arrival time.

Non-Academic Runs: These are any runs off-campus within the city of Whitewater or on-campus for non-academic purposes. Non-Academic runs begin after 4:40pm Monday through Thursday and 2:40pm on Friday. All services end at 10:00pm Monday thru Friday and 8:00pm on Saturday and Sunday.

Rider Responsibilities and Rider Agreement

Please read and initial each.

___ It is my responsibility to provide a written copy of my schedule to the Transportation Coordinator by the required deadlines.

___ It is my responsibility to inform CSD Transportation of changes in my academic schedule such as adds or drops that may affect my permanently scheduled rides.

___ It is my responsibility to schedule return runs when calling in for nonscheduled rides.

___ It is my responsibility to cancel my rides if I will not be riding.

___ I understand that services provided by CSD Transportation is Curb to Curb and drivers are not responsible for providing personal assistance.

___ I understand that all rides are scheduled at 20 minute windows.

___ I understand that non-academic rides begin at 4:40pm Monday thru Thursday and 2:40pm on Friday.

___ I understand that non-academic rides are scheduled on a call-in basis only and will not be permanently scheduled.

___ I have read the inclement weather policy.

___ I have read the companion rider policy.

Signature: _____ Date: _____

*Parent signature required if under age 18