

WCU Accessible Transportation Service Policy

Accommodations for individuals with disabilities in accessing these policies are available upon request by emailing accessiblepolicy@wcupa.edu

Purpose and Scope

The Accessible Transportation Service operates under the ADA umbrella to provide safe, reliable, free transportation to and from on-campus locations for students, faculty, and staff with mobility and/or visual disabilities. This service accommodates both individuals with permanent and temporary disabilities without distinction.

The hours of operation align with the university's North/South Campus shuttle schedules. Additionally, the vehicles on the Off-Campus routes (Uptown Loop and Exton Shuttle) are already equipped with wheelchair lifts.

Policy Statement

West Chester University is committed to ensuring accessibility for all individuals. WCU offers an Accessible Transportation Service that provides transportation on campus for individuals with disabilities. This service is available to all WCU students and employees, accommodating both permanent and temporary mobility needs.

Policy and Procedure Framework

1. Hours of Operation

- a. The hours of operation coincide with those of the university shuttle system.
 - Users may utilize the On-Demand Accessible Shuttle service Monday through Friday from 7:15 a.m. – 9:00 p.m. while classes are in session (Fall & Spring).

- For transportation outside of On-Demand hours, on weekends, during limited shuttle service dates, and throughout summer and winter sessions, trips can be scheduled via the shuttle website or through the Facilities Campus Services Office.

2. Administration

- a. The Accessible Transportation Service is managed by the WCU Facilities Campus Services Office within the Facilities Department. The Accessible Bus is owned and operated by a third party under contract with the University.
- b. This service is only permitted to operate between on-campus locations.
 - WCU Off-Campus routes including the Uptown Loop and Exton Shuttle are equipped with accessible buses.

3. Rider Qualifications

- a. Riders must be currently enrolled WCU students or WCU faculty or staff.
- b. Riders must have either permanent or temporary mobility or other qualifying disability issues.
- c. Potential student riders must be approved and referred by one of the following departments:
 - The Office of Educational Accessibility
 - The Student Health Center
 - Athletic Training Department
 - Office of Equal Opportunity and Compliance
 - Title IX Coordinator
- d. Potential employee riders with a permanent disability must receive approval and a referral from the Human Resources Department.
 - Employees should submit a workplace accommodation form found on the Human Resources webpage.
- e. Personal medical or health information related to the approval will not be shared with the Facilities Campus Services Office beyond the mere notice of approval of the accommodation.

4. Service Requests Once Qualified

— UNIVERSITY POLICY —

- a. The Facilities Campus Services Office will contact the individual directly to provide instructions prior to starting the service.
- b. Individuals qualified to use the Accessible Transportation Services will gain access to request OnDemand trips through the TransLoc app using their WCU email address.
 - o Requests for accessible shuttle service can be submitted in real-time or scheduled for recurring trips up to seven days in advance.
- c. All service requests for after OnDemand hours, weekends, limited shuttle service dates, summer and winter sessions must be submitted through the WCU shuttle website at least 24 hours in advance.
 - o Weekend trips must be submitted by 2 PM the preceding Friday. Requests made after business hours will not be processed.
 - o All after hours service requests will be submitted via the [WCU Shuttles website](#)
- d. Submission of transportation requests is not a guarantee of acceptance.

5. Shuttle Obligations

- a. The Accessible Transportation Service offers safe transportation with a wheelchair-accessible bus, featuring a lift and a low-step entrance with grab handles to assist passengers who are unable to climb steps when boarding.
- b. Upon request, bus operators will assist passengers using the ramp or lift to board or exit the bus.
- c. Requested pickup and drop-off locations on campus will be accommodated when safe and practical. Suitable alternatives will be provided if the requested location is not safe and/or practical.
- d. The shuttle will make every attempt to get riders to their location in a timely manner, but schedule conflicts, traffic, and other issues may cause delays, especially during class transitions and peak times.
- e. The shuttle will wait for riders for approximately five minutes past a scheduled pickup time before leaving. If a shuttle arrives late for a pickup, it will still wait for three minutes.

- f. Scheduling assistance and other ridership information will be available through the Facilities Campus Services Office.

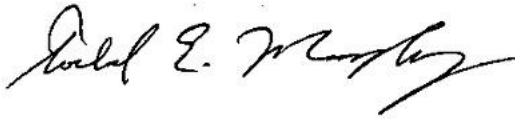
6. Rider Obligations

- a. Riders must be at their designated pickup location and visible. Late arrivals and 'No Shows' can cause delays for other riders.
- b. Riders must cancel unnecessary trips as soon as possible.
 - o OnDemand Service: cancel trips through the TransLoc app.
 - o Off-Hours: cancel trips by calling 610-436-1053 or emailing shuttle@wcupa.edu
- c. Riders are expected to be flexible and respectful of others' schedules, particularly during times of scheduling conflicts.
- d. Complaints should be submitted promptly and include as many details as possible (who, what, when, where, etc.). While complaints can be made by phone, more serious concerns should be documented in writing and sent to the shuttle email at shuttle@wcupa.edu
- e. Complaints regarding discriminatory actions may be submitted to the [Office of Equal Opportunity and Compliance](#).

Reviewed by: Director of Employee and Labor Relations, Director of the Office of Educational Accessibility, Assistant Director Equal Opportunity and Compliance, Assistant VP of Facilities Operations

Policy Owner: Executive Director of Facilities Campus Services

Approved by:



Todd E. Murphy

Vice President for Finance and Administration

Effective Date: 6/17/25

Next Review Date: (up to 4 years from most recent review or initial approval)

History:

Initial Approval: Vice President for Finance and Administration

Review Dates:

Amended: