

Campus Transportation Service (SCOUT) Policy & Procedures

The campus provides an on-campus transportation service, known as SCOUT, for students with permanent or temporary disabilities who have been approved for the accommodation by their assigned Disability Management Specialist.

1. In order to activate the SCOUT service, students must first fill out the SCOUT Service Request form each semester. Forms are available at the SSD front desk or on the website.
2. Students must then meet with the SCOUT coordinator every semester. Students can call and schedule an appointment with the SCOUT coordinator by calling the front desk at 278-2811. The initial scheduling process may take up to four (4) working days.
3. Once students have met with the SCOUT coordinator they will be given a card for the SCOUT program. Students must have their card with them at all times when using SCOUT services
4. Temporary SCOUT accommodations require a doctor's medical verification that should include the diagnosis (disability) and prognosis (expected length of functional limitation). If a student does not have his or her own medical insurance, medical verification can be acquired through the Health Center on campus. To set up an appointment at the Health Center please call 278-2734.
5. To make changes to your SCOUT schedule please come to the SSD office you can come into the office and make changes on your form or email the SCOUT Coordinator at ssd-ssa@csufresno.edu with changes. Changes in schedule may also take up to four (4) days though the SSD office staff makes every effort to process the request as soon as possible.
6. If extra rides to administration buildings (example: Joyal) are needed please email the SCOUT Coordinator at ssd-ssa@csufresno.edu AT LEAST 24 hours in advance. Please do not call dispatch for unscheduled same-day pick-ups.
7. SCOUT has designated pick-up and drop-off locations for every building on campus. The map can be found on the SSD website (<http://www.csufresno.edu/ssd>).
8. For students who are approved for SCOUT services and need to use the service only occasionally for class-to-class transportation, you will still need to show your SCOUT card. When the service is needed call the SCOUT line at 278-1900 for your ride. If you need a ride after 5:00 p.m., call the Escort Dispatcher at 278-8400. Please note that the wait time for last minute requests or unscheduled pickups may be longer.
9. SCOUT's first priority is getting students to class on time. The back of the SCOUT card has peak call times on-call students are asked NOT to call for rides. The peak calls times indicate when the class to class transportation is busiest.
10. Cancellations: If you are not coming to campus on days you have scheduled pick-ups please call 278-1900 to cancel those rides. If you no longer need SCOUT services, contact the SCOUT coordinator at ssd-ssa@csufresno.edu.

I have read and agree to the following SCOUT Service Procedures and Guidelines.

Student Signature

Date

Staff Signature

Date