

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. Complete the SCOUT Service Request form each semester. Forms are available at the SSD front desk or on the SSD website.
2. Students must then meet with the SCOUT coordinator every semester to review their schedule and obtain their SCOUT ID card. Students can schedule an appointment with the coordinator by calling the front desk at 278-2811. Students must have their card with them at all times when using SCOUT services.
3. Temporary SCOUT accommodations require a doctor's medical verification that should include the diagnosis (disability) and prognosis (expected length of functional limitation). Medical verification can also be acquired through the Health Center on campus; their contact is 278-2734.
4. To make changes to your SCOUT schedule please come to the SSD office or email the SCOUT Coordinator at ssd-ssa@csufresno.edu with changes. Changes in schedule may also take up to 4 days to process.
5. SCOUT students who only occasionally need transportation will still need to show their SCOUT cards. When the service is needed call the SCOUT line at 278-1900 for your ride.
6. 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 times indicate when transportation is busiest.
7. Only students with valid SCOUT cards are authorized to ride. No classmates or friends are allowed to ride along with the student. Note: For individuals with a personal care attendant as an accommodation; the attendant must be authorized by SSD as a required accommodation and a separate temporary SCOUT permit will be issued – only for use when accompanying the student.
8. When calling the SCOUT phone for assistance, please first identify yourself by your SCOUT number. This is primarily how the drivers identify each student on the daily schedule and roster.
9. 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 services, contact the 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