

Student Name: \_\_\_\_\_ ID: \_\_\_\_\_



Services for Students with Disabilities  
California State University, Fresno  
Henry Madden Library, Suite 1202  
5200 N. Barton Ave. Fresno, CA 93720  
Phone: (559) 278-2811  
Video Phone: (559) 478-2861  
Fax: (559) 278-4214

## SCOUT Campus Transportation Service Policies & Procedures

Fresno State Services for Students with Disabilities 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. The following are policies and procedures that are to be followed by each SCOUT user.

1. Complete the SCOUT Service Request form each semester. Forms are available at the SSD front desk or on the SSD website.
2. SCOUT accommodations should be approved by your Disability Management Specialist. Your DMS may ask for additional doctor's medical verification that would include the diagnosis (disability) and prognosis (expected length of functional limitation).
3. 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 SCOUT coordinator by calling the front desk at 559-278-2811.
4. When calling the SCOUT line for assistance, please first identify yourself by your SCOUT number. All SCOUT students will need to show their SCOUT cards when riding.
5. SCOUT's first priority is getting students to class on time. The back of the SCOUT card has peak call times when on-call students are asked NOT to call for rides. The peak times indicate when transportation is busiest. On call requests could take between 5 minutes to 45 minutes to complete, and must be requested when the SCOUT user is ready to be picked up.
6. 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.
7. **Same day Cancellations:** If you are not coming to campus on days you have scheduled pick-ups or if a class is cancelled for the same day, please call 278-1900 to cancel your

rides. **Day of No Shows:** The preference is for you to call 559-278-1900, when you are sick, or you will be out for the day, or for any other reason you need to cancel one or multiple pick-ups. However, if you miss the first 2 of your schedule pick-ups in one day, the remainder of your scheduled pickups for that day will be cancelled. **Multiple No Shows:** Frequent No Shows may result in the cancellation of your SCOUT schedule until you meet with the SCOUT coordinator.

8. Same day changes, with less than 1 hour prep time, will not be considered. (Ex: Your class ends 20 minutes early) If permanent changes to your SCOUT schedule are needed, please contact the SCOUT coordinator office at 559-278-2811. Changes in your schedule may take up to 2 business days to process.
9. Next Day/Future Cancellations: If you know in advance, (any time prior to the day before your scheduled pickups/drop-offs at 4:00pm), please contact the SCOUT Coordinator at 559-278-2811 or at [belenvera@csufresno.edu](mailto:belenvera@csufresno.edu). If you no longer need services, contact the SSD office at 559-278-2811.

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

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_