

# **Mt. San Antonio College**

## **Accessibility Resource Centers for Students (ACCESS)**

### **TRAM GUIDELINES**

#### **Background Information:**

The tram is provided by ACCESS as an accommodation to assist Mt. SAC students or Mt. SAC employees with disability-related mobility limitations in getting students to class or Mt. SAC employees to work on time. There are approximately 110 scheduled rides per week for individuals using the tram each term. It is our hope to get each person to class or work on time, however there are certain times of the day when tram usage is in the greatest demand. Tram riders are encouraged to walk independently when trips are short or when they are not under a time constraint. Patience and timeliness from passengers is appreciated in order to keep the tram running on schedule.

#### **Student Requirements for using the tram:**

1. You need to provide the ACCESS Center with current written information from your physician regarding the mobility limitations you experience as a result of your disability and the duration of your limitations. There is a form available in the ACCESS Center that your Doctor must completely fill out. You are responsible for making sure that ACCESS has these completed forms on file.
2. Your ACCESS Counselor or the ACCESS Director authorizes tram use as an accommodation based on your specific limitations. Tram requests/authorization need to be updated every term, as many physical conditions change over time. Therefore, you must request tram service at the beginning of each term.

#### **Employee Requirements for using the tram:**

1. You must provide current information in writing from your physician, stating the nature and duration of your mobility limitations. This information, along with your request for tram service, needs to be turned into the Human Resources Office.
2. The request is processed in Human Resources, and if approved, is forwarded to ACCESS for implementation. Tram requests/authorizations need to be updated every term, as many physical conditions change over time. Therefore, you must request tram service at the beginning of each term.

#### **How the Tram Works:**

1. Once you have been approved for tram service, get a tram schedule request form from the ACCESS Center front desk, fill it out and turn it in as soon as possible. It is especially important to do this before the term starts, so that everything is in place on the first day of classes.
2. The schedule is set up in 15-minute blocks of time. This allows the driver to plan a route so that all passengers are dropped off and picked up at key times. Be sure to plan your schedule with enough time to get from one building to the next, realizing that your drop-off and pick-up is within a 5-minute window. With the ongoing construction projects on campus, delays as a result of alternate routes may cause significant delays to our tram service schedule. It may be necessary to adjust your tram schedule to accommodate these delays.
3. Once you've turned your schedule in, your schedule will go to your ACCESS Counselor for approval of your schedule. If any part of your schedule is not approved you will be informed by your ACCESS Counselor.
4. Students or employees with medical conditions that fluctuate, causing those individuals to need mobility assistance some days but not others, may be approved as an "Occasional Tram Rider". Examples of such conditions include, but are not limited to Multiple Sclerosis, Chronic Fatigue Syndrome, or asthma. The ACCESS Director (or Director of Human Resources for employees) must authorize the person to be an occasional Tram Rider, based on medical documentation of the condition. Occasional Tram Riders do not submit a tram schedule, but instead, call the ACCESS office at 909-274-4290 to request rides as needed. Those requests will be fit into the existing tram schedule, with regularly scheduled riders taking priority.
5. If you need to make changes to your schedule within the same term, submit a new tram schedule request form to the front desk. It is necessary to write in only the change; you do not need to fill out the whole schedule again.

Updates or modifications to the tram schedule occur on Fridays. Submit the new schedule to the access front desk and once approved it will be added to the schedule on the following Friday.

6. Be sure to call 909-274-4290 to cancel your ride if you are out sick, or for any reason you do not need your scheduled ride. If you miss a scheduled ride three (3) times in a row, it is taken off the schedule and you must meet with your ACCESS Counselor, or the ACCESS Director to reinstate your rides if you are a student. Employees must request reinstatement at the Human Resources Office.

### Important Facts about Tram Use:

1. Tram rides are provided **only** for students or employees with current, written, tram accommodations. Tram services cannot be extended to friends or family members of the passenger. If a student is authorized to use the tram and has a personal service attendant registered with ACCESS, the personal service attendant may accompany the student on the tram.
2. The driver's schedule operates on 15-minute blocks, so please do not call and report that they're late unless the 15-minute period you're scheduled in has completely passed.
3. Tram drivers can only wait 5 minutes for a passenger to arrive, before going on to pick up the next passenger. If you are late and missed the ride, call 909-274-4290 and let them know if you still need a ride. Your wait at that point may range from 5-30 minutes, depending on other scheduled stops.
4. Your tram ride may not be "direct," depending on whether other passengers are being dropped off or picked up in the same window of time. The driver will exercise judgment when multiple passengers are scheduled in the same time frame, to best accommodate all riders.
5. Tram service is for getting students to class and employees to work. **The tram is not available for convenience stops, such as going to the cafeteria or shopping.** You may call the ACCESS office at 909-274-4290 to see if the tram schedule can accommodate these types of trips when needed. You may also request "One-time only" rides by filling out a request available on the tram or at the ACCESS front desk. You can schedule the tram for getting to and from your car or bus stop, work site, classes and labs, and specific on-campus appointments, such as appointments with counselors, professors and tutors. Rides to the library, MARC or other study centers that are not on the regular schedule can also be requested as "one-time only" rides by filling out a request from the tram driver or at the ACCESS front desk or by calling 909-274-4290. Trips other than classes, labs and counselor/tutor appointments are at a lower priority and may not be possible on an ongoing basis. Employees using tram service need to get unscheduled, essential trips approved at the Human Resources office.
6. The tram is not an "on-call" service. Tram rides need to be scheduled in advance, in order to serve everyone who needs it. The only exceptions are emergency situations, such as illness or injury or for those individuals designated as Occasional Tram Riders by the ACCESS Director for students and Human Resources Officer for employees.
7. Tram drivers are unable to provide personal assistance to passengers, such as transfers, or clothing management, nor can they do personal errands for passengers.
8. Please don't wave down the tram driver if you are not scheduled for a ride. They are on the way to a scheduled pick-up or drop-off.
9. Failure to follow these guidelines can result in suspension of tram privileges.

If you have any questions about these guidelines, please ask the staff at the front desk, your counselor, or if necessary, the ACCESS Director.

Please sign your name and the date below, to indicate that you have been given a copy of these guidelines. Thank you for your patience and cooperation.

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

Printed Name: \_\_\_\_\_ Mt. SAC ID #: \_\_\_\_\_

Employee Printed Name & Signature: \_\_\_\_\_ Date: \_\_\_\_\_