

# DISABILITY PROGRAMS & SERVICES

## TRAM GUIDELINES

### **Background Information:**

The tram is provided by DPS as an accommodation to assist enrolled students with disability-related mobility limitations in getting to class on time and to return to their car/bus stop. It is our hope to get every student to class on time, however there are certain times of the day when tram usage is in great demand. Most of the campus is accessible so students are encouraged to walk independently when trips are short or when they are not under time constraints. Students are also encouraged to utilize disability parking spaces (if eligible) near the buildings in which they have classes to shorten their walk. Patience and timeliness from students is appreciated in order to keep the tram running on schedule.

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

1. You need to provide the DPS office with current documentation from your physician regarding the disability-related mobility limitations you experience and the duration of your limitations and be a current student in the DPS program. This includes meeting with a DPS Counselor and completing an intake appointment. Here you can obtain a [Verification of Student Disability form](#).  
You are responsible for making sure that the DPS has verification of disability-related mobility limitations on file. Once filled out this form can be submitted to [DPS.Records@Chaffey.edu](mailto:DPS.Records@Chaffey.edu) or uploaded on your [DPS application](#) if you are a new student to DPS.
2. Your DPS Counselor/Director authorizes tram use as an accommodation based on your specific limitations. Tram requests/authorization may need to be updated if the documentation provided indicates the physical condition is temporary.

### **How To Schedule Tram Services/Tram Operations:**

1. After you have been approved for tram services please schedule your tram pickups at least 3 days in advance of the ride. [DPS Tram Request Form](#)

2. 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. Be sure to call extension (909)652-6379 to cancel your tram service 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, you will not be permitted to book additional Tram rides and you must meet with the DPS Director to reinstate your tram service.

### **Important Facts about Tram Use:**

1. Tram rides are provided only for students with current disability-related mobility limitations. Tram services cannot be extended to friends or family members of the student. If a student is authorized to use the tram and has a personal service attendant registered with DPS, 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 extension (909)652-6379 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 returning them to their car/bus stop. The tram is not available for convenience stops, such as going to the cafeteria or shopping. You can schedule the tram for getting to and from your car or bus stop, classes and labs. Rides to the library, Success Centers or other study centers are not on the regular schedule.

When extenuating circumstances exist, exceptions can be made. Please see the Director if you feel you have extenuating circumstances.

6. The tram is not an “on-call” service. Tram rides need to be scheduled in advance, in order to serve students who need it.
7. Tram drivers are unable to provide personal assistance such as transfers to and from a wheelchair/cart, clothing management, etc. to students. Tram drivers are not able to do personal errands for passengers.
8. Please don’t wave down the tram driver if you are not scheduled for a ride. The driver is on the way to a scheduled pick-up or drop-off.
9. In order to ride the tram, students must wear a seat belt.
10. Tram service is available Monday through Thursday from 7:45 a.m. to 4:30 p.m. and Friday from 7:45 a.m. to 4:00 p.m. Tram service will not be available on Fridays during the summer session.
11. Failure to follow these guidelines can result in suspension of tram privileges.

If you have any questions about these guidelines, please ask the staff, counselor, or DPS Director.

If your Tram services are suspended you can appeal that decision by contacting the DPS Director.