



PARKING & TRANSPORTATION SERVICES

Welcome to Towson University's Paratransit Service operated by the department of Parking and Transportation Services. Please review the following service guidelines.

General Information

Paratransit service is a shared-ride, curb-to-curb service offered to students, faculty, staff and university guests who require special mobility assistance not offered by the university's fixed route services. (Please see www.towson.edu/parking for hours of operation.)

Parking and Transportation Services recognizes and serves those persons with disabilities registered with Disability Support Services (DSS). Private physicians can diagnose injuries or conditions but these diagnoses must be registered with DSS.

Passenger Information

Paratransit service is provided to students, faculty and staff who are registered with DSS. Personal Care Attendants (PCA) and/or service animals are allowed to accompany registered passengers, however PCA's are not allowed to utilize the service themselves. One guest per passenger is allowed, as long as the guest is not impeding the service of others.

Parking & Transportation Services will accommodate most mobility equipment, including but not limited to: standard wheelchairs, walkers and crutches. A standard wheelchair is any wheelchair no more than thirty inches wide and no more than forty-nine inches long. Motorized wheelchairs of all types are also accepted provided the chair falls within the size parameters listed. The combined weight of the chair and the occupant may not exceed 800 pounds.

The Paratransit driver will assist wheelchair users in boarding and exiting the vehicle when using the lift, however the driver may not assist passengers to or from buildings or lifting passengers in any manner. All wheelchair / mobility devices must be properly secured while the van is in motion. Passengers who refuse to have their chairs secured will be not transported. Paratransit service to passengers who consistently refuse to have their wheelchairs / mobility devices secured will be terminated.

Obtaining Registration

Parking and Transportation Services will allow an unregistered passenger a total of 5 days of service prior to obtaining registration. After this time frame, all passengers are required to be registered with the office of Disability Support Services.

To register, passengers must contact DSS (410-704-2638), schedule an appointment with a Disabilities Specialist and complete an Intake Assessment and Paratransit Service Application. Applicants will be required to present proper documentation of the disability or temporary condition. Based on this information, the Disabilities Specialist will determine the appropriate Paratransit registration start and end dates. For more information regarding this process, please visit <http://www.towson.edu/dss/studentguide/documentationguidelines.asp>.

Once registered, DSS will issue a Paratransit Access Card displaying the determined registration dates. This card is to be used only by the Paratransit passenger and should be shown to the Paratransit driver upon boarding the vehicle. The Paratransit Service Application will be forwarded to Parking and Transportation Services for scheduling.



Passengers are encouraged to submit a new schedule a minimum of 2 weeks before each academic semester.

Scheduling Rides

Once Parking and Transportation Services has received the passenger's request for service and the rides have been scheduled, confirmation of the actual scheduled pick-up times and locations will be sent to the passenger at the email or home address provided. Every effort will be made to accommodate all passengers' requested times, however actual pick-up times may differ from requested times. Schedules are generated on a first-come, first-served basis. Please remember that the Paratransit service is a shared-ride service. Therefore, passengers should allow extra time in their schedules to accommodate other passengers' drop-offs.

All passengers are requested to be at the scheduled pick-up location a minimum of 5 minutes before the scheduled time. The Paratransit driver may arrive up to 5 minutes before the scheduled time and will wait no longer than 5 minutes after the scheduled time. After this time, the passenger will be considered a no-show.

Canceling / Changing Rides

Same-day cancelations must be made by calling 410-704-RIDE as soon as the passenger is aware of the need to cancel. Any passenger who does not cancel, and therefore no-shows a ride, will have their subsequent rides for that day canceled. Passengers must call the Parking and Transportation office to reinstate any canceled rides. Reinstated rides will be scheduled in the next time slot available.

All temporary and permanent changes to the schedule should be requested in writing to uride@towson.edu. A confirmation email will be sent acknowledging the requested schedule change.

Service Area

The service area for Paratransit is limited to the Towson University campus. Most off-campus routes are serviced by lift-equipped shuttles. In the event a lift-equipped shuttle is not available but is needed, Paratransit service will be provided, however we are able to service pre-established shuttle stops only.

Violations of Paratransit Policy

It is understood that there will be emergencies that cause last minute changes. If this occurs, the passenger is expected to notify Parking and Transportation Services at 410-704-RIDE. Any Paratransit passenger who establishes a pattern of no-show's (including being more than 5 minutes late) may have his / her service eligibility terminated.

Appeal Process

If a passenger disagrees with a suspension of service as decided by Parking and Transportation Services, he/she may appeal the decision to the Parking and Transportation Services Manager. All correspondence should be sent to uride@towson.edu.