



Rutgers University – Department of Transportation Services

Reasonable Accommodation Policy

The Americans with Disabilities Act provides protection for all people with disabilities, requiring that individuals with disabilities be provided with the same rights and services as the general public. To this end, Rutgers University will provide assistance to passengers who may require more than the assistance of mobility aids (i.e., walker, cane, braces, etc.). This Paratransit service is available to all students who have a documented disability, and who are unable to safely use the intercampus bus system to get to and from classes.

For those passengers who may require our Paratransit service, the following procedures apply:

When you first apply to the Paratransit service, you must fill out a Transportation Request form & Certification of Medical Need form. Once that is completed, a member of Rutgers Department of Transportation Services (DOTS) will contact you to go over your class schedule and requested transports. All transports must originate and terminate at on-campus locations. Any other requests are deemed “special requests”, and are not on your class schedule.

These must be requested at least 24 hours before the requested pickup, also specifying the reason for the request and location and times. This will need to be approved by a Rutgers Department of Transportation Services supervisor. If the request is not clearly understood by the supervisor, the student will be contacted to clarify the request.

Management will review the request prior to the day of service to determine whether the request is reasonable, and how the request shall be handled.

Whether the request is accepted or denied, the student will be informed by Rutgers DOTS. If the request is denied, specific reasoning supporting the decision shall be stated. Prior to the day of service, management will provide instruction to the assigned driver about the requested assistance and how to meet the request.

If the passenger does not agree with the decision about denial of the request, an appeal may be made in writing. The appeal will be reviewed by the Rutgers DOTS.