

CULift Guidelines

culift@cornell.edu

The CULift Program is designed to help provide access to classes and on-campus activities for students with temporary and permanent disabilities that affect mobility. Student Disability Services (SDS) works in conjunction with Red Runner Courier Service to provide on and near campus transportation between the hours of 7:45 AM and 9:30 PM., Monday–Friday when classes are in session. The service is available to students who have registered and are approved for this accommodation by SDS.

*For this service to work well for everyone, it is important that it be a cooperative effort.
Your actions while a rider on the CULift affect all who use and work with the service.*

PLEASE READ CAREFULLY

General Expectations:

- **It is essential that you plan well ahead when using this service.** Please schedule meetings, study sessions, etc. in advance so that you can schedule your rides by 10:00 AM the business day before your needed ride. It is also important that you **be realistic** when setting up your ride schedule. Allow yourself enough time to leave your residence, class or appointment to arrive on time at the location where CULift is picking you up.
- Please **notify your professors and others** about your transportation accommodations so you can make your scheduled pick-up time. Upon request, we will provide you with a letter to give to your professor and others.
- Pick-up and drop-off times that you submit must be approved by SDS and may be adjusted as needed to accommodate all riders. Check your email and/or on-line schedule frequently for notifications and changes.
- The CULift operates like a bus. Make sure that you are waiting outside your place of residence for your ride at least 10 minutes before its scheduled time. The CULift vehicle may arrive from anywhere up to 10 minutes before your scheduled ride or 10 minutes after. **For any ride the CULift driver will not wait for you past your scheduled time and will not return to pick you up if you have missed your ride.**
- Please call SDS to inquire about your ride if the CULift vehicle is more than 10 minutes late.
- Rides are approved only for the individual with a disability unless SDS determines that an attendant is needed for accessibility reasons.
- The driver can only assist you in and out of the CULift vehicle.

Schedule Changes:

- Use the web site at <http://sds.cornell.edu/culift> to add rides and make any changes to your schedule **by 10:00 AM the business day before** the day of the requested ride. Requests for Monday must be made by 10:00 AM on Friday.
- Schedule changes after 10 AM may or may not be possible. Requests that cannot be made on-line may be made via email culift@cornell.edu. **Be sure to include all ride information (pick up time, pickup location, destination). You will be notified whether the ride can be given.**
- Schedule changes or cancellations are not to be made with the CULift driver, only on-line or through SDS.
- Physical Therapy Appointments: If you are scheduling PT appointments, please let the PT scheduling person know that you are on the CULift Program and request that s/he schedule you at a regular day and time each week.

Ride Cancellations:

- Cancellation of a ride can be made on-line up to 2 hours before the ride **for rides that occur BEFORE 3:30 PM.** Cancellations of **rides that occur AFTER 3:30 PM** must be called to the driver at 607-327-1021.
- Cancellation of rides less than 2 hours before the ride must be e-mailed to culift@cornell.edu or called into SDS 254-4545 during office hours. Please do not leave voice mail messages after 4:00 PM.
- Cancellations made by phone must also be e-mailed to culift@cornell.edu identifying which ride(s) are canceled.

No Shows:

- **NOTE:** After three no-shows with the CULift Program, the rider will be taken off the schedule and required to meet with the Director of SDS before being reinstated.
- If you miss a ride without prior notification, you must contact SDS within one hour or your remaining rides for that day will be canceled.

I have read, understand, and agree to abide by the above guidelines.

Name

Date

CULift Supervisor

Date

Please sign this agreement; SDS will make a copy for your records.