Please read carefully

Description of Service:

• The CULift Program is a pre-arranged shuttle service designed to help provide access to classes and on-campus activities for students with temporary and permanent disabilities that affect mobility. It runs on and near campus. The CULift Supervisor will make decisions about ride requests based on the CULift’s mission and available resources.

• Hours of operation during the summer are 7:45am – 4:45pm, Monday – Friday. The CULift does not operate on the weekend.

• Questions about access to the service should be directed to Student Disability Services: (607) 254-4545, culift@cornell.edu.

General Expectations:

• The rider is responsible for entering all ride requests on the online scheduling website (http://sds.cornell.edu/culift) and planning well ahead when using the service. We cannot honor late requests for rides. Rides must be scheduled by 10am the business day before you need them. Rides for Monday must be entered by 10am Friday.

• Show up for all scheduled rides. Be on time for all scheduled rides. Make sure that you are waiting outside the building for your ride at least 5 minutes before its scheduled time. The CULift vehicle may arrive from anywhere up to 5 minutes before your scheduled ride to 5 minutes after. 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.

• Schedule pick up times for when you reasonably think you will be outside and ready for the ride. Allow yourself enough time to leave your residence, class, or appointment to arrive on time at the location where CULift will pick you up.

• Allow at least 20 minutes between “pickup time” and “class/appt. time” unless the ride is for back-to-back classes. Rides that request less time may be adjusted.

• The CULift can only take you to classes and programs that directly relate to your Cornell coursework, or to on campus appointments. It cannot take you to and from the dining hall for lunch, or to go to off campus appointments, etc.

• The CULift can only take you home and return you to campus later if there is a minimum of two hours between when you arrive home and when you will need to be picked up next.

• Ride requests are reviewed and may be adjusted. Check your email and/or the online schedule for notifications and changes.

• Rides are only for the approved rider 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 make any changes to your schedule by 10:00am the business day before the day of the requested ride. For example, changes for Monday rides must be made by 10:00am on Friday.

• Late schedule change requests are not to be made with the CULift driver, only by calling the CULift dispatcher at: (607) 254-8293.

• If you have questions about your rides, please call the CULift dispatcher at: (607) 254-8293, or e-mail: culift@cornell.edu.

Ride Cancellations:

• Cancellation of a ride can be made online up to 2 hours before the ride.

• Cancellations of rides less than 2 hours before the ride must be e-mailed to culift@cornell.edu or called in to the CULift dispatcher at: (607) 254-8293.

I have read, understand, and agree to abide by the above guidelines and understand that failure to comply may result in SDS re-evaluating my access to this service.

________________________________________________________________________  ___________
Student Signature         Date

________________________________________________________________________  ___________
CULift Supervisor Signature        Date