

Ball State University

Demand Response Shuttle

No-Show Policy

Ball State University is pleased to offer a demand response bus that serves campus.

Students registered with the Office of Disability Services and employees that have been approved for accommodations through Human Resources have access to Ball State's demand response shuttle service. These rides must be scheduled a minimum of 30 minutes in advance of when the service is needed. Rides may be scheduled by calling 765-285-9045.

Riders are expected to show for their scheduled ride. Riders who no longer need the service are required to cancel the trip at least five minutes ahead of the requested time for service. To cancel a trip call, 765-285-9045. Repeat incidents of failure to show for a scheduled ride without a cancellation of service could result in a suspension of ridership privileges.

Response to Repeated Failure to Show

- First violation: Documented Verbal Warning
- Second violation: Documented Written Warning
- Third violation: 2 Week Suspension from the Demand Response Bus
- Fourth violation: Remainder of the Semester Suspension
 - August 1st to December 31st (Fall Semester)
 - January 1st to May 15th (Spring Semester)
 - May 16th to July 31st (Summer Semester)
- Fifth violation: Remainder of the Academic School Year Suspension
 - August 1st to July 31st

Documentation of each violation will be sent to the rider via their BSU email address. The notification will include the violation number and the consequences of any subsequent violations. Violations are counted on a semester-by-semester basis.

Appeals Process

Riders whose privileges are suspended may appeal that decision. Appeals can be submitted in writing via email or letter. Riders must submit a written appeal and supporting documentation within 10 business days of receiving the notice of suspension of ridership privileges.

Appeals should be addressed to and delivered to the Director of the Office of Disability Services (Room 116, L.A. Pittenger Student Center) or via email to dsd@bsu.edu. Ridership suspension appeals will be reviewed by the Director of Disability Services and the Bus Operations Supervisor, or designees. The appeals team will review the appeal and determine an outcome within 7 business days of receiving the written appeal. The determination of the appeals team is final, and the rider will be informed of the decision via their BSU email address.

Riders may continue to utilize the demand response shuttle while their appeal is being considered. Riders who fail to submit an appeal of the suspension within the deadline of 10 business days will be suspended from using the service on the date listed on the Notice of Suspension of Service.