

# USC DART Services

*Code of Conduct & Program Guidelines*

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## 1. Introduction

The University of Southern California's Department of Transportation ("USC DART Services") provides complimentary on-campus transportation at the University Park Campus ("UPC") via golf carts for Students, Faculty, and Staff with temporary injuries or other mobility limitations that make it difficult to travel across campus.

DART is a **free service** designed to assist eligible riders in navigating UPC. Service is available during the **Fall and Spring semesters only, Monday through Friday only**, between the hours of **8:00 am - 7:00 pm**.

Safety, courtesy, and respect are the guiding principles by which DART operates. Riders and staff share responsibility for ensuring a safe, respectful, and comfortable transit experience.

If you believe you need reasonable accommodation beyond what DART provides, please contact the [Office of Institutional Accessibility \(OIA\)](#) (for staff/employees) or [the Office of Student Accessibility Services \(OSAS\)](#) (for students) to explore accommodations.

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## 2. Values

USC DART Services is committed to providing every rider with:

1. **Friendly and respectful service.**
  2. **A clean and safe environment.**
  3. **Transportation free from interference, harassment, or intimidation.**
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## 3. Code of Conduct

All riders are expected to conduct themselves in a manner that promotes safety, courtesy, and respect for others.

### 3.1 Rider Expectations

- Present valid USC identification when requested.
- Respect fellow passengers and DART staff at all times.
- Bring only safe items that do not block aisles and remain secure during travel.
- Follow all driver instructions immediately and without dispute.
- Ensure you remain properly seated while using DART services.

### **3.2 Prohibited Conduct**

- No harassment, threats, unsafe acts, sexual misconduct, or lewd/offensive behavior.
  - No eating, drinking, or smoking in vehicles.
  - No vandalism, tampering, or damaging USC property.
  - No generally unsafe activities (e.g., dragging equipment outside the vehicle).
  - No littering, spitting, or creating unsanitary conditions.
  - No excessive noise, profanity, or disorderly conduct.
  - No fighting, swearing, or abusive language.
  - No soliciting, selling, or engaging in unauthorized commercial activity.
  - No possession of weapons, explosives, or dangerous substances.
  - Failure to wear appropriate clothing (shirts, bottoms, and shoes required at all times).
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## **4. Program Rules & Guidelines**

### **4.1 Service Availability**

- DART operates **only during the Fall and Spring semesters**.
- **Service is unavailable on weekends, holidays, Summer and Winter break.**
- DART does **not operate on USC home football game days (including games occurring on weekdays)**.
- **Safety Routes:** Drivers follow pre-approved campus routes and drop off points. Drivers will not deviate for safety reasons.

### **4.2 On-Campus Service Only**

- DART golf carts are **not city-street legal** and cannot leave the University Park Campus.
- Service is not available off-campus, including the USC Village, off-campus USC parking structures, or off-campus USC housing.

### **4.3 Rider Responsibilities**

- Riders must be able to independently enter and exit the vehicle without driver assistance.
- Drivers cannot lift or carry medical equipment (e.g., crutches, wheelchairs, scooters).
- All mobility devices, including wheelchairs and scooters, must be collapsible and fit securely in the passenger row or storage area.

- Riders may only submit requests for themselves. Rides cannot be scheduled on behalf of friends, family members, or other individuals.

#### 4.4 Timeliness & Scheduling

- DART is not an on-demand ride service. Rides are reserved on a first-come, first-served basis through online reservations. Trips are assigned in the order they are received, and capacity is limited, so we cannot guarantee every request.
- Drivers cannot wait more than five (5) minutes past a scheduled pick-up time.
- All ride requests must be submitted at least one day in advance by 7:00pm. Any requests submitted on Fridays will be reviewed Monday morning.
- Same-day requests may be accommodated based on availability but are not guaranteed.
- Riders must cancel through the portal if the ride is no longer needed.
- All ride requests and appointments are managed online through the riders' USC Shibboleth login.
- **Please schedule pick-up times at least 20 minutes before your class, appointment, or intended arrival time to allow for possible delays and ensure timely arrival to your destination.**
  - Drivers are not authorized to exceed the safe speed limit and adjust speed based on external conditions such as pedestrian traffic, weather, and road conditions to ensure safety.

#### 4.5 Missed Pick-Ups or “Cancellations, Changes, No-Show Policy”

- Riders must notify USC DART as soon as possible if service is no longer required. All cancellations must be made through our portal.
- A “No Show” occurs when a rider fails to board during the scheduled time.
  - Failure to appear for a scheduled ride will result in cancellation of remaining rides for the day. To keep your remaining rides, please call 213-740-5398 as soon as possible.
- Missed pickups may affect your ability to schedule additional rides for the remainder of the day due to limited availability.
- Service will be terminated after **five (5) consecutive no shows/missed pick-ups.**

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## 5. Enforcement

Compliance with the **Code of Conduct** is a **condition of use** for all USC DART Services. Violations may result in:

- Immediate removal from the vehicle.
- Referral to USC Student Judicial Affairs, Human Resources, or other administrative offices.
- Temporary or permanent suspension of DART privileges.

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## 6. Contact Information

For questions contact:

**USC DART Services**

- 📞 213-740-5398 (*Same day requests – not guaranteed*)
- ⌚ Monday–Friday, 8:00 am–7:00 pm
- 📍 University Park Campus