

Service Level Agreement

Transportation Services - Camden



July 1, 2026

SUPPORTING TODAY, ENVISIONING TOMORROW.

TABLE OF CONTENTS

1.0 Service Level Agreement Overview	1
2.0 Description of Services	1
3.0 Service Costs	1
4.0 Service Provider Responsibilities	2
5.0 Problem Management	2
6.0 Key Performance Indicators and Metrics	2
7.0 Periodic Review Process	3
8.0 Out of Scope Services	3

1.0 SERVICE LEVEL AGREEMENT OVERVIEW

This Service Level Agreement (SLA) is intended to identify the basic services, and any agreed upon optional services provided by the Department of Transportation Services (DOTs).

This SLA covers July 1, 2026 – June 30, 2027, and will be reviewed and revised at the end of this period.

2.0 DESCRIPTION OF SERVICES

The Rutgers Camden Shuttle travels in a loop that services City Lots 15 & 16, the Law School, the Nursing & Science Building, the Joint Health Sciences Center, and the Business & Science Building. Weekdays during the Fall & Spring Semesters, the Rutgers Camden Shuttle operates from 7 AM until 10 PM Monday-Thursday, and from 7 AM until 7 PM on Friday. There is no service on weekends, holidays and semester breaks. To reduce waiting time and to view a live GPS location of the shuttle please visit **Tripshot**.

Tripshot Bus Online Tracking

Tripshot Go Website: <https://rutgers.tripshot.com/>

Tripshot Mobile: <https://www.tripshot.com/app-download/>

The Official Rutgers University App Tripshot

Rutgers University uses Tripshot as its mobile app for various platforms and devices that can be used to connect to the university from anywhere. The app delineates in real time bus arrivals. More information can be found at <https://www.tripshot.com/app-download/>

Bus Route Descriptions & Schedules

Monday through Thursday, the shuttle operates from 7:00 AM until 10:00 PM. From 7:00 AM until 8:00 AM and from 11:00 AM until 7:20 PM; shuttles will depart from City Lot 15 every 10 minutes. Shuttles will depart every 5 minutes from 8:00 AM until 11:00 AM; and every 20 minutes from 7:20 PM until its last departure from City Lot 15 at 9:40 PM. On Fridays, the shuttle operates from 7:00 AM until 7:00 PM; departing from City Lot 15 every 20 minutes.

Detailed bus schedule information can be located at: <https://ipo.rutgers.edu/dots/buses-camden>

3.0 SERVICE COSTS

In developing the fiscal operating budget (Cost Pool), there are numerous assumptions and sensitivities that are addressed. These include but are not limited to:

1. Changes in aligned employees collective bargaining agreements.
2. Fluctuation in fringe benefit rates.
3. Rise in contract, equipment, and supply costs.
4. Rise in fuel cost.

4.0 SERVICE PROVIDER RESPONSIBILITIES

DOTs manages the service by providing oversight to Academy. DOTs will communicate any service changes or issues with the service.

5.0 PROBLEM MANAGEMENT

DOTs works with Academy directly if there are bus breakdowns or emergencies. All these issues are handled by DOTs and its provider Academy.

5.1 SUPPORT & PROBLEM ESCALATION CONTACT LIST

Support Help Line			
Name	Role	Phone	Email
Bus Dispatch	Dispatch	848-932-7817	
Support Contacts			
John Karakoglou	Director of Transit Services	848-932-4805	jkarakog@ipo.rutgers.edu
Domenick Rizzo	Assistant Director of Transit Services	848-932-4811	domenick.rizzo@rutgers.edu
Escalation Contacts			
Name	Role	Phone	Email
Erin Cuomo	Interim Vice President, Business Services	848-932-4981	erin.cuomo@rutgers.edu

6.0 KEY PERFORMANCE INDICATORS AND METRICS

- On-Time Performance (OTP): Percentage of scheduled trips operating on time, reported on a daily, weekly, and monthly basis.
- Missed Trips: Total number of missed trips, percentage of scheduled service missed, and documented root cause analysis for each occurrence.
- Field Operations Supervisor Coverage: Field Operations Supervisors shall be strategically deployed at designated high-volume bus stops and along key routes during peak operating hours to monitor service, assist passengers, and respond to operational issues.
- Scheduled Vehicle Maintenance Compliance: Complete scheduled preventive maintenance inspections and services on or before the required due date at a compliance rate of 95% or greater.
- Safety Violation Rate: Maintain a rate of no more than one (1) preventable accident per 50,000 fleet miles operated.

- Driver Incident Rate: Maintain fewer than one (1) driver-related incident per 100,000 fleet miles operated.
- Customer Complaint Response Time: Acknowledge 90% of customer inquiries and complaints within 24 hours and resolve within 48 hours.
- Complaint Escalation Rate: No more than 10% of customer inquiries or complaints should require escalation to Rutgers Department of Transportation management.

7.0 PERIODIC REVIEW PROCESS

This SLA is a living document and will be reviewed and updated at a minimum of once per fiscal year. Contents of this document may be amended as required, provided mutual agreement is obtained and communicated to all affected parties. DOTs will incorporate all subsequent revisions and obtain mutual agreements/approvals as required.

8.0 OUT OF SCOPE SERVICES

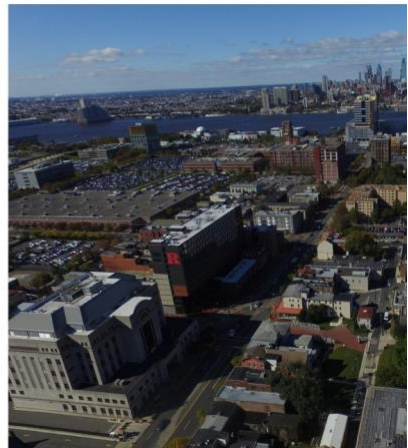
Rutgers Charter Bus Rentals

All rentals are limited to Rutgers campus areas.

To submit a charter bus request, please complete this form.

<https://park.ufcp.rutgers.edu/specialTransport/>

For more information on the Rutgers Charter buses please email, charters@ipo.rutgers.edu



SUPPORTING TODAY, ENVISIONING TOMORROW.