

Service Level Agreement

Transportation Services - Newark



July 1, 2026

SUPPORTING TODAY, ENVISIONING TOMORROW.

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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 University Newark Campus Bus/Shuttle Service has various routes to provide reliable and safe transportation to certain schools and destinations within the City of Newark. The Newark area Campus Bus/Shuttle Service is provided to any person (student, faculty, and staff) affiliated with the University, New Jersey Institute of Technology [NJIT], and University Hospital. An affiliated person must show their valid ID in order to board the Rutgers Newark Campus Bus/Shuttle.

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

All of the Route Schedules and Route Maps can be found here:

<https://ipo.rutgers.edu/dots/buses-newark>

Campus Connect

The “Campus Connect” route is designated to connect the various institutions in Newark. It will serve Rutgers University Newark, Rutgers Health Newark, NJIT, and University Hospital. This route is in service Monday through Friday from 7:00 AM until 11:30 PM.

Campus Connect Express

This is an express version of the “Campus Connect” route, providing more frequent service between the main Rutgers Newark Campus and the Rutgers Health Newark Campus. This route will operate Monday through Friday from 9:05 AM until 3:25 PM.

Newark Penn Station Local

The “Penn Station Local” route provides transportation to and from Newark Penn Station out to the Rutgers Health Newark Campus, University Hospital, NJIT, and the Rutgers Newark Campus (via Blumenthal Hall). This route will operate Monday through Friday from 6:45 AM until 12:15 AM.

Newark Penn Station Express

This is an express version of the “Penn Station Local” Route, providing frequent service only between Newark Penn Station, the Rutgers Health Newark Campus and University Hospital during the AM and PM peak/rush hour periods. This route operates Monday-Friday mornings 7:00 AM until 10:00 AM, and afternoons from 3:00 PM until 7:00 PM. There is no “Penn Station Express” bus service between 10:00 AM to 3:00 PM and after 7:00 PM.

Newark Penn Station Midnight Express Security Shuttle

This route is only in service from 12:00 AM until 4:00 AM every day; providing transportation between Newark Penn Station and the Rutgers Newark Campus via Boyden Hall.

Car Service & Special Transportation Requests

Transportation Services provides pick up and drop off service upon request.

For Car Service and Special Transportation Requests, please complete and submit this form: <https://park.ufcp.rutgers.edu/SpecialTransport/>

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 of 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			
Name	Role	Phone	Email
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

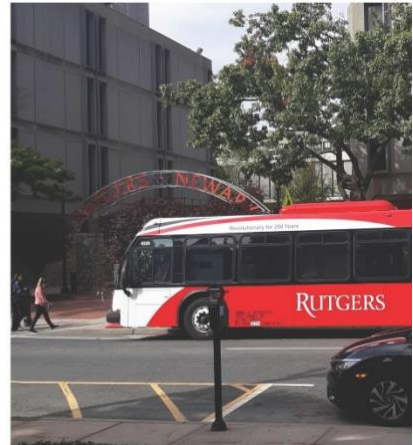
All rentals are limited to Rutgers campus areas.

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

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