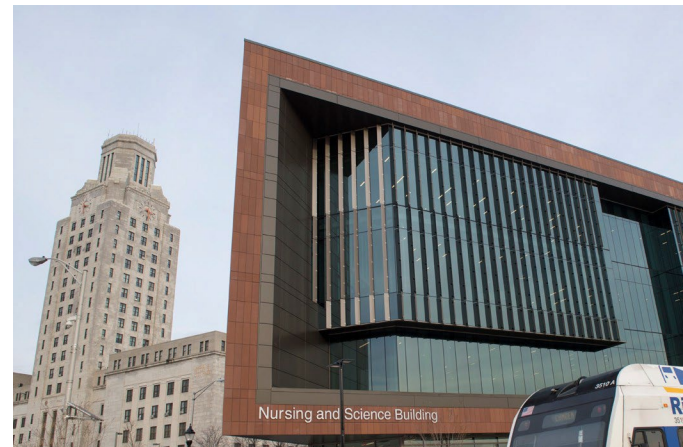


# Service Level Agreement

## Transportation Services - Camden



July 1, 2024

SUPPORTING TODAY, ENVISIONING TOMORROW.

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## 1.0 SERVICE LEVEL AGREEMENT OVERVIEW

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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, 2024 – June 30, 2025 and will be reviewed and revised at the end of this period.

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## 2.0 DESCRIPTION OF SERVICES

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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 **Passio Go**.

### **Passio Go Bus Online Tracking**

Passio Go Website: <https://rutgers.passiogo.com/>

Passio Go Mobile: <https://passiotech.com/mobile/>

### **The Official Rutgers University App Passio Go**

Rutgers University uses Passio Go 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 <http://oss.rutgers.edu/mobile/>

### **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>

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## 3.0 SERVICE COSTS

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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

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

## 5.0 PROBLEM MANAGEMENT

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

### 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	<a href="mailto:jkarakog@ipo.rutgers.edu">jkarakog@ipo.rutgers.edu</a>
Domenick Rizzo	Assistant Director of Transit Services	848-932-4811	<a href="mailto:domenick.rizzo@rutgers.edu">domenick.rizzo@rutgers.edu</a>
Escalation Contacts			
Name	Role	Phone	Email
Henry X. Velez	Vice President, Business Services	848-932-1011	<a href="mailto:henry.x.velez@rutgers.edu">henry.x.velez@rutgers.edu</a>

## 6.0 KEY PERFORMANCE INDICATORS AND METRICS

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- On time performance – Percentage on time by day/week/month
- Missed trips – Number of instances/percentage of total/root cause
- Fleet status – Percentage out of service/availability vs. demand
- Staffing status – Current vacancies/turnover percentage/staffing actions
- Accidents/Incidents – Accident/injury frequency rate/serious incidents
- Mechanical Road Calls – Number of instances/root cause
- Customer Inquiries

## **7.0 PERIODIC REVIEW PROCESS**

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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**

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### **Rutgers Charter Bus Rentals**

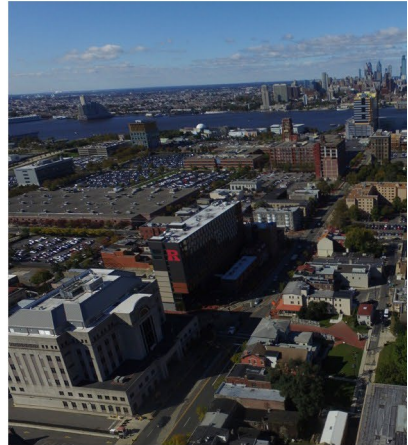
All rentals are limited to Rutgers campus areas.

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](mailto:charters@ipo.rutgers.edu)

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