

Service Level Agreement

Transportation Services - New Brunswick



July 1, 2025

SUPPORTING TODAY, ENVISIONING TOMORROW.

TABLE OF CONTENTS

1.0 Service Level Agreement Overview	1
2.0 Description of Services	1
3.0 Service Costs	2
4.0 Service Provider Responsibilities	2
5.0 Problem Management	2
6.0 Key Performance Indicators and Metrics	3
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 the period from July 1, 2025 to June 30, 2026 and will be reviewed and revised at the end of this period.

2.0 DESCRIPTION OF SERVICES

The Rutgers University New Brunswick/Piscataway Campus Bus/Shuttle Service uses lift-equipped accessible buses on various routes to provide reliable and safe transportation within or between the College Avenue, Busch, Livingston, Cook & Douglass Campuses. Accessible bus service is available to all members of the Rutgers University community.

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

New Brunswick/Piscataway Campus bus routes and detailed bus schedule information can be located at <https://ipo.rutgers.edu/dots/buses-nb>

The Knight Mover: 732-932-RIDE (7433)

The Knight Mover provides transportation within or between all of the Rutgers University New Brunswick & Piscataway Campuses after the Intercampus Transit System ceases to operate for the night. This service is open only to Rutgers University affiliated persons (Faculty, Staff and Students). Individuals must show valid university ID to the driver in order to board the Knight Mover shuttle. Service can be accessed by calling the Knight Mover telephone number.

During the Fall and Spring Semesters: The Knight Mover Service operates from 3:00 AM until 6:00 AM Monday through Thursday morning. New requests are not taken after 5:45 AM in order to be able to complete any pending requests before 6:00 AM when the normal morning Campus Bus service begins. The Knight Mover does not operate Friday through Sunday mornings as the normal Campus Bus service is running.

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 Transdev. DOTs will communicate any service changes or issues with the service.

For details on below service please click on link <https://ipo.rutgers.edu/dots/buses-shuttle>

- The Student Campus Bus Service
- Paratransit Services
- The Knight Mover

5.0 PROBLEM MANAGEMENT

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	jkarakog@ipo.rutgers.edu

Support Contacts			
Domenick Rizzo	Assistant Director of Transit Services	848-932-4811	domenick.rizzo@rutgers.edu
Escalation Contacts			
Henry X. Velez	Vice President, Business Services	848-932-1011	henry.x.velez@rutgers.edu

6.0 KEY PERFORMANCE INDICATORS AND METRICS

- 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

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

<https://ipo.rutgers.edu/dots/charter-rentals>

The Rutgers Department of Transportation Services (RUDOTS) has charter bus services available for rent to the Rutgers Community. All charter requests must be made 3 days in advance of the event and are required to be validated by a university department as a legitimate Rutgers affiliated need.

Rental Fees

The 12 passenger and 28 passengers (handicapped accessible) buses are available for \$100 per hour with a 4-hour minimum for on campus Rutgers owned and operated vehicles.

A Rutgers bus driver will be supplied as part of the rental. These vehicles are not to be driven by anyone other than a Department of Transportation Services employee.

Please note: All cancellations must be made 24 hours in advance of the event to avoid a \$100 penalty fee.

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

R | **RUTGERS UNIVERSITY**
**Institutional Planning
and Operations**



SUPPORTING TODAY, ENVISIONING TOMORROW.