Service Level Agreement

Transportation Services - Camden

July 1, 2019

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 the period from July 1, 2019 to June 30, 2020 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, and the Business & Science Building. Weekdays during the Fall & Spring Semesters, the Rutgers Camden Shuttle operates from 7 AM until 10 PM Monday thru Thursday, and from 7 AM until 7 PM on Friday. Weekdays during the Summer, the Rutgers Camden Shuttle operates from 7 AM until 7 PM Monday thru Thursday. 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 the TransLoc https://rutgers.transloc.com/ for Rutgers University, or use the http://translocrider.com/.

Detailed information can be located at https://ipo.rutgers.edu/dots/buses-shuttle

Bus Route Descriptions & Schedules

The Camden Shuttle travels in a loop servicing City Lots 15 & 16 and the Rutgers University Camden Campus; servicing the Law School, the Nursing & Science Building in the area by the Camden Administrative Building on Arch Street, and the Business & Science Building.

Monday through Thursday, the shuttle operates from 7:00 AM until 10:00 PM. There are two shuttles in service from 7 AM to 10 AM and from 12 PM to 7 PM; departing from City Lot 15 every 10 minutes. From 10 AM to 12 PM and from 7 PM to 10 PM; there is only one shuttle in service departing from City Lot 15 every 15 minutes.

On Fridays, the shuttle operates from 7:00 AM until 7:00 PM; departing from City Lot 15 every 20 minutes.

There is no service on weekends, holidays, and semester breaks.

For questions & comments: Rutgers Campus Bus Information (for New Brunswick, Newark and Camden) Phone # at 848-932-7817 Email at buses_dots@ipo.rutgers.edu.

You can track the buses online via the TransLoc website at https://rutgers.transloc.com/, or via the TransLoc Rider app (http://translocrider.com).

Camden Transportation Map see Exhibit A
Click here for the full schedule (https://ipo.rutgers.edu/sites/default/files/RU-Camden_ShuttleSchedule_revision2.pdf) or see Exhibit B.

**Bus Online Tracking**

**The Official Rutgers University App - Transloc**

Rutgers University uses Transloc 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/.

### 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:

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 First Transit. DOTs will communicate any service changes or issues with the service.

### 5.0 PROBLEM MANAGEMENT

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

#### 5.1 SUPPORT & PROBLEM ESCALATION CONTACT LIST

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Dispatch</td>
<td>Dispatch</td>
<td>848-932-7817</td>
<td><a href="mailto:buses@aps.rutgers.edu">buses@aps.rutgers.edu</a></td>
</tr>
</tbody>
</table>
Support Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Karakoglou</td>
<td>Assistant Director of Transit Services</td>
<td>848-932-4805</td>
<td><a href="mailto:jkarakog@ipo.rutgers.edu">jkarakog@ipo.rutgers.edu</a></td>
</tr>
<tr>
<td>Jack Molenaar</td>
<td>Senior Director of DOTs</td>
<td>973-353-2574</td>
<td><a href="mailto:molenaar@ipo.rutgers.edu">molenaar@ipo.rutgers.edu</a></td>
</tr>
</tbody>
</table>

Escalation Contacts

<table>
<thead>
<tr>
<th>Name</th>
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<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Shulack</td>
<td>Vice President, Facilities</td>
<td>848-445-2460</td>
<td><a href="mailto:John.shulack@rutgers.edu">John.shulack@rutgers.edu</a></td>
</tr>
</tbody>
</table>

6.0 KEY PERFORMANCE INDICATORS AND METRICS

List any key performance indicators.

- 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 services/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

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

For more information on the Rutgers Charter buses please call, 848-932-4811.
Exhibit A
Maps
Exhibit B
Schedules
Rutgers University-Camden Transit System:

Rutgers Camden Shuttle Route Weekday Schedule:

The Camden Shuttle travels in a loop servicing City Lots 15 & 16 and the Rutgers University Camden Campus; servicing the Law School, the Nursing & Science Building in the area by the Camden Administrative Building on Arch Street, and the Business & Science Building.

This schedule is for the Rutgers Camden Shuttle Monday through Friday during the Fall and Spring Semesters. A different schedule is in effect for the shuttle during the Summer Break/Semester.

Monday through Thursday, the shuttle operates from 7:00 AM until 10:00 PM. There are two shuttles in service from 7 AM to 10 AM and from 12 PM to 7 PM; departing from City Lot 15 every 10 minutes. From 10 AM to 12 PM and from 7 PM to 10 PM; there is only one shuttle in service departing from City Lot 15 every 15 minutes.

On Fridays, the shuttle operates from 7:00 AM until 7:00 PM; departing from City Lot 15 every 20 minutes.

There is no service on Weekends, and during certain Major Holidays. Please refer to page 2 for the timetables of the approximate departure times from each stop.

For questions & comments:
Rutgers Campus Bus Information (for New Brunswick, Newark and Camden) Phone # at 848-932-7817
Email at buses_dots@ipo.rutgers.edu

You can track the buses online via the TransLoc website at https://rutgers.transloc.com/, or via the TransLoc Rider app (http://translocrider.com).
Rutgers Camden Shuttle Route Schedule Timetable:

Note: All times are approximate. Please allow yourself enough time for travel. The buses may experience delays due to traffic, current weather conditions, and/or road closures leading to bus detours.

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The shuttles continue to depart every 10 minutes from 8 AM until 10 AM.

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The shuttles continue to depart every 10 minutes from 1 PM until 7 PM.

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The shuttles continue to depart every 20 minutes at 9 AM.

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<td>6:50 PM</td>
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</table>
Exhibit C
Charter Bus Request
SPECIAL TRANSPORTATION REQUEST FORM

PLEASE COMPLETE AND SUBMIT FORM BELOW
Any questions, please call (848)932-4811

Ambulatory patients/passengers only

<table>
<thead>
<tr>
<th>Your Information: (All Fields Required)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Today’s Date: 10/18/2019 9:49:39 AM</td>
</tr>
<tr>
<td>Your First Name:</td>
</tr>
<tr>
<td>Your Email:</td>
</tr>
<tr>
<td>Department Name:</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Task</th>
<th>Unit</th>
<th>Division</th>
<th>Org</th>
<th>Location</th>
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<table>
<thead>
<tr>
<th>Transportation Information: (All Fields Required)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is this transportation request for official Rutgers business?</td>
</tr>
<tr>
<td>Is patient/passenger ambulatory (can patient walk, enter and exit vehicle without assistance)?</td>
</tr>
<tr>
<td>Transportation Date:</td>
</tr>
<tr>
<td>Meeting/Appointment Time:</td>
</tr>
<tr>
<td>Passenger/Patient Name(s):</td>
</tr>
<tr>
<td>Departing From: (Street, City, State)</td>
</tr>
<tr>
<td>Does this request include the transportation of School Age Children (Preschool through 12th grade)?</td>
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<table>
<thead>
<tr>
<th>Airport:</th>
<th>Train Station:</th>
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<tbody>
<tr>
<td>Departure or Arrival:</td>
<td>Departure or Arrival:</td>
</tr>
<tr>
<td>Airline Name:</td>
<td>Train Number:</td>
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<tr>
<td>Flight Time:</td>
<td>Train Time:</td>
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<tr>
<td>Flight Number:</td>
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<tr>
<td>Origin/Destination:</td>
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<table>
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<th>Return Trip Information:</th>
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<tbody>
<tr>
<td>Pick-Up Date:</td>
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<tr>
<td>Pick-Up Address (Street, City, State, Department):</td>
</tr>
<tr>
<td>Pick-Up Telephone:</td>
</tr>
<tr>
<td>Airport:</td>
</tr>
<tr>
<td>Departure or Arrival:</td>
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<tr>
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<tr>
<td>Flight Time:</td>
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<tr>
<td>Flight Number:</td>
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<tr>
<td>Origin/Destination:</td>
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<thead>
<tr>
<th>Additional Transportation Information: (Infant/child seat, special assistance required, etc.)</th>
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Submit Exit

https://park.ufcp.rutgers.edu/SpecialTransport/
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