

Service Level Agreement

Transportation Services - New Brunswick



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 the period from 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 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.

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

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

Support Contacts			
Domenick Rizzo	Assistant Director of Transit Services	848-932-4811	domenick.rizzo@rutgers.edu
Escalation Contacts			
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

<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 \$135 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

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