

# Service Level Agreement

## Transportation Services - Newark



July 1, 2025

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, 2025 – June 30, 2026 and will be reviewed and revised at the end of this period.

## **2.0 DESCRIPTION OF SERVICES**

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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.

### **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**

**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, 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**

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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

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

## 5.0 PROBLEM MANAGEMENT

DOTs works with Transdev directly if there are bus breakdowns or emergencies. All of 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			
Name	Role	Phone	Email
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>

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## 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

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## 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.

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## 8.0 OUT OF SCOPE SERVICES

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### Rutgers Charter Bus Rentals

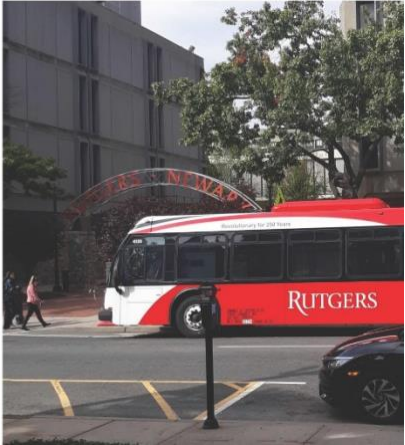
All rentals are limited to Rutgers campus areas.

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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