



DEPARTMENT OF
TRANSPORTATION
SERVICES

SHUTTLE-UM REGULATIONS

Effective July 1, 2011 – June 30, 2012

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SHUTTLE-UM

PERMITTED PASSENGERS

The following individuals are permitted to ride Shuttle-UM routes or use Shuttle-UM services.

- A. Students, faculty, staff from either the UMCP campus or UMUC campus, College Park City residents with valid transportation ID, and any student with a valid University ID are permitted to ride all Shuttle-UM routes or use any Shuttle-UM service. These individuals simply need to show the appropriate ID to the bus driver as they board. University IDs are required for all routes EXCEPT evening service fixed routes (Blue, Gold, Purple, Green, and Orange), NITE Ride, College Park Metro, Campus Circulator, Courtyards Express, University View, The Universities at Shady Grove, Varsity and River Road..
- B. The Retired Volunteer Service Corps (RVSC) is the only volunteer group that is permitted to ride Shuttle-UM routes or use Shuttle-UM services that require a University ID. Each RVSC volunteer is issued an identification card displaying the University seal and emblem, and the ID is valid for up to one year. RVSC volunteers must display their ID to the bus driver as they board.
- C. Non-University affiliated individuals less than 18 years of age are permitted to ride Shuttle-UM routes or use Shuttle-UM services without a University ID, when accompanied by a parent or legal guardian who has a valid University ID. Spouses, domestic partners and other family members who are not affiliated with the University are not permitted to ride Shuttle-UM routes or use Shuttle-UM services at any time without appropriate documentation from DOTS. Call (301) 314-7179 for more information on requesting documentation.

VISITING SCHOLARS, FACULTY, AND FAMILY

There may be times when visiting scholars, faculty and family members, and attendees may need to ride Shuttle-UM routes or use Shuttle-UM services that require a University ID in order to attend various events. In these cases, a letter on Department of Transportation Services letterhead will serve as a temporary identification and must be shown to the bus driver as the passenger boards. The following fee structure applies: \$4 per day, \$39 per summer session, or \$78 for the entire summer, \$78 for the semester, and \$156 for the academic year. Visitors will receive the letter once they have made payment for the services at the Department of Transportation Services, 0123 Regents Drive Parking Garage.

CONDUCT ON SHUTTLE-UM VEHICLES

The following conduct is prohibited while on-board Shuttle-UM vehicles.

- A. Any activity that limits the driver's ability to operate the vehicle safely or affects the safety of the passengers, including, but not limited to, rowdiness or drunkenness, as deemed by the driver. Individuals engaged in such behavior may be asked to exit the vehicle. Drivers use their discretion and take into consideration their safety, the safety of the passengers, and the safety of the public when making such decisions. Law enforcement may be contacted to assist in the removal of passengers when necessary.
- B. Damaging any part of the interior or exterior of the vehicle is prohibited. Individuals found responsible will be assessed fees to cover the cost of repairs.

- C. The consumption of alcoholic beverages or smoking on-board Shuttle-UM vehicles is prohibited. Passengers may not carry open containers of alcohol while on-board. However, passengers are permitted to consume non-alcoholic beverages and food while on-board the vehicle.
- D. Extending any part of the body or placing any objects through the windows and outside of the bus while it is in motion is prohibited. Spitting or littering from the vehicle is prohibited at all times.
- E. Violating the Student Code of Conduct, Human Relations Code, or any other University policy or State and Federal laws at any time while on-board the vehicle is prohibited.
- F. Transporting common containers of alcohol (kegs) or controlled substances is prohibited. Passengers of legal drinking age may carry sealed alcoholic beverages in cans and/or bottles.

SHUTTLE-UM FIXED ROUTES

DOTS provides fare-free Shuttle-UM bus service to university affiliates and limited service to the D.C. metro community. The majority of our transit service is funded by student fees. As such, much of our Shuttle-UM service is routed to serve the student population. University IDs are required for all routes except evening service fixed routes (#117 Blue, #118 Gold, #116 Purple, #122 Green, and #115 Orange), NITE Ride, #104 College Park Metro, #125 Campus Circulator, #105 Courtyards Express, #114 University View, #124 The Universities at Shady Grove, , #132 Varsity and #109 River Road.

COMMUTER SERVICE ROUTES

Commuter Service Route Number	Route Name	Description of Route
100	Burtonsville Park and Ride	This route provides express service between the campus and the Burtonsville Park and Ride located at the intersection of routes 29 and 198 in Burtonsville.
101	Beltway Plaza	This route provides service between the campus and downtown College Park, University Courtyards, Mazza GrandMarc, Enclave, University View, Varsity, Franklin Park at Greenbelt Station and Beltway Plaza shopping center.
104	College Park Metro	This route provides service between the campus and the College Park Metro Station.
105	Courtyards Express	This route provides service between the campus and the University Courtyards apartments located at the intersection of University Boulevard and Metzerott Road.
107	Laurel Park and Ride	This route provides express service between the campus and the Laurel Park and Ride located off of Route 197 in Laurel.
108	Adelphi	This route provides service between the campus and Metzerott Road and New Hampshire Avenue (MD Rte. 650) between Metzerott Road

		and Oakview Drive.
109	River Road	This route provides service between the College Park Metro Station and several locations along River Road (American Center for Physics, USDA, FDA, Raytheon, and M-Square Technology Park).
110	Seven Springs Apartments	This route provides service between the campus and the Seven Springs Village apartments located off of Cherry Hill Road. It also provides service to Rhode Island Avenue between University Boulevard and Edgewood Road.
111	Silver Spring	This route provides service to the Silver Spring Metro Station. It also provides service to University Boulevard between campus and Franklin Avenue, and neighborhoods throughout Takoma Park and Silver Spring.
113	University Town Center	This route provides service between the campus and the Prince George's Plaza Metro Station, the Towers at University Town Center, the Mall at Prince George's Plaza, and Toledo and Belcrest roads in Hyattsville. It also provides service to Adelphi Road between the campus and Toledo Road.
114	University View	This route provides service between the campus and the University View apartments located on Route One.
120	Bowie Park and Ride	This route provides express service between the campus and the Bowie Park and Ride lot, located near the intersection of route 197 and Northview Drive, in Bowie.
124	The Universities at Shady Grove	This route provides express service between the University of Maryland, College Park and The Universities at Shady Grove campus.
125	Campus Circulator	This route provides intra campus service between Stamp Student Union, University Club Apartments, University of Maryland Visitors Center, Mowatt Lane Parking Garage, UMUC, Clarice Smith Performing Arts Center, Terrapin Trail Parking Garage and Regents Drive Parking Garage.
126	New Carrollton	This route provides service between Stamp Student Union, New Carrollton Metro Station, and the neighborhoods of University Park, Hyattsville, Riverdale Park, East Riverdale and New Carrollton.
127	Mazza GrandMarc	This route provides service between campus and the Mazza GrandMarc apartments, along with serving Route One between Paint Branch Parkway and Indian Lane.
128	Enclave	This route provides service between campus and the Enclave apartments located on Route One.
129	Franklin Park at Greenbelt Station	This route provides service between campus and Paint Branch Parkway from campus to Kenilworth Ave, the Town of Berwyn Heights, Westchester Park Apartments, Franklin Park at Greenbelt Station Apartments and the Greenbelt Metro Station.

130	Greenbelt	This route provides service between campus and sections of Greenbelt Road, Ora Glen Dr, Mandan Rd, Hanover Parkway and Old Greenbelt, to include University Square Apartments, Ridge Road and Lakeside Apartments.
131	Franklin Park Evening	This route provides evening service between campus and the following apartment complexes: Franklin Park at Greenbelt Station, Mazza GrandMarc and Enclave.
132	Varsity	This route provides service between campus and The Varsity apartment complex on Route One.

EVENING SERVICE FIXED ROUTES

The Orange, Purple, Blue, Green and Gold routes operate from 5:30 p.m. until approximately 3:30 a.m., seven nights a week during the fall and spring semesters. The Night College Park Metro route operates from 8:00 pm until 1:00 am, Sunday through Thursday, and from 8:00 pm until 3:00 am, Friday and Saturday.

Evening Service Fixed Route Number	Route Name	Description
117	Blue	This route provides intra-campus service between the Stamp Student Union, University View apartments, The Varsity apartments, University Club apartments, and downtown College Park.
118	Gold	This route provides intra-campus service between the Stamp Student Union, South Campus Commons, North Hill residence halls, Gossett Team House, parking lot 1, Clarice Smith Performing Arts Center, Stadium Drive Parking Garage, Denton Hall, Graduate Hills, UMUC, Van Munching Hall, Hillel, Mowatt Lane Parking Garage, Graduate Gardens, downtown College Park, Mitchell Building, Main Administration, Lee Building, Memorial Chapel, South Hill residence halls, Engineering, AV Williams, parking lots 9 and 11, and the Comcast Center.
115	Orange	This route provides intra-campus service between the Stamp Student Union, parking lot 1, Clarice Smith Performing Arts Center, Stadium Drive Parking Garage, Eppley Recreation Center, North Campus residence halls, Regents Drive Parking Garage, Mitchell Building, Main Administration, Lee Building, Memorial Chapel, South Hill residence halls and downtown College Park.
116	Purple	This route provides intra-campus service between the Regents Drive Parking Garage, Math Building & Engineering Fields, Visitor's Center, South Campus gate, Mitchell Building, Main Administration, Lee Building, Memorial Chapel, South Hill residence halls, downtown College Park, South Campus Commons, parking lots 4b, 9, and 11, University Courtyards apartments, and the North Campus residence halls.
122	Green	This route provides intra-campus service between Stamp Student Union, Ritchie Coliseum, Leonardtown Community Center, the Graham Cracker complex, and downtown College Park.

NEXTBUS REAL-TIME PASSENGER INFORMATION SYSTEM

GENERAL INFORMATION

NextBus is a real-time passenger information system that provides arrival information for passengers using Shuttle-UM fixed routes (both evening and commuter). Passengers may use one of five methods to obtain this information for any of the bus stops served by Shuttle-UM. This system is based on GPS technology and allows Shuttle-UM to quickly monitor transit service as well as provide arrival time information.

METHODS OF OPERATION

Passengers may use any of these five methods to obtain bus arrival times:

- A. By calling (301) 314-2255 and choosing option 1 from the menu. The passenger then enters the 5-digit stop number for the passenger stop at which he or she wished to board the transit vehicle. These 5-digit numbers can be found at the bus stop, on printed route schedules, or on the DOTS [website](#).
- B. By using sending an SMS text message to 41411 with the message 'nbus umd' followed by the 5-digit stop number for the passenger stop.
- C. By using an Internet-enabled cell phone (WAP service). The passenger directs their phone to the Department of Transportation Services WAP-site at www.shuttle.umd.edu and types in the 5-digit stop number. The site then displays an output showing the arrival time of the next bus along with an optional real-time map of the bus' location.
- D. By using the DOTS website at www.transportation.umd.edu. Passengers simply choose the route and the bus stop, and the system displays the arrival time for the next bus.
- E. By using the large flat-panel monitors in the Stamp Student Union (on the side closest to the bus stops) and Regents Drive Garage. These screens will display arrival information for both of the bus stops located at the Stamp Student Union.

NITE RIDE (NIGHT-TIME INTRA-CAMPUS TRANSIT EXPRESS)

NITE Ride provides service to passengers whose service needs are not on the above-mentioned fixed routes, or for locations that are on the fixed evening service routes once those routes have ceased operation each night. NITE Ride is also available for registered paratransit passengers within the service area outlined below. To request a NITE Ride, call (301) 314-NITE (6483).

HOURS OF OPERATION

NITE Ride operates year-round, seven days a week except during University holidays. The hours of operation are from 5:30 p.m. until 7:30 a.m. the following morning. Please consult the DOTS website at www.transportation.umd.edu for specific information concerning days of operation.

SERVICE AREA

NITE Ride service is restricted to the University of Maryland campus, downtown College Park, College Park Metro Station, University View, University Club, University Courtyards, Graduate Hills, Graduate Gardens, Leonardtown apartments, Fraternity Row, the Graham Cracker complex, the UMD Golf Course, the Varsity, and Vet Med Building. A map of the service area is available on the DOTS website at www.transportation.umd.edu. Locations served by NITE Ride while the Evening service routes are in operation are: Lots 6, 1d, and 2g, and the Vet Med Building.

PARATRANSIT

PURPOSE

Paratransit service is a curb-to-curb, on demand or subscription service available to all University of Maryland, College Park and UMUC students, faculty, staff, and visitors with disabilities. Paratransit service is provided to individuals with disabilities who have registered for the service through either the Disability Support Services (DSS) or the University Health Center (UHC). Private physicians can diagnose injuries/illnesses, but individuals wishing to use the paratransit service must have that information verified through DSS or the UHC.

HOURS OF OPERATION

Paratransit operates year-round, seven days a week except during University holidays. During the fall and spring semesters, the service is available 24 hours a day. During the summer and winter sessions, the service is available 24 hours a day, Monday through Friday. On Saturdays and Sundays, this service is available from 5:30 p.m. until 7:30 a.m. the following morning.

SERVICE AREA

The paratransit service area is identical to the NITE Ride service area, and is restricted to the University of Maryland campus, downtown College Park, College Park Metro Station, University View, University Club, University Courtyards, Graduate Hills, Graduate Gardens, Leonardtown apartments, Fraternity Row, and the Graham Cracker complex. A map of the service area is available on the DOTS website at www.transportation.umd.edu. Passengers traveling outside of this area may still be eligible for paratransit service provided that the pick-up and destination points are at locations served by the existing Shuttle-UM fixed routes, the requested trip time is during that particular fixed route's regular hours of operation, and the requested trip cannot be accommodated on the fixed route vehicle. The majority of vehicles used in fixed-route service are accessible, and used to the greatest extent possible.

OBTAINING CERTIFICATION

University Health Center (UHC)-registered passengers

- A. Contact the Shuttle-UM Dispatcher at (301) 314-2255 to schedule a ride to the University Health Center during UHC regular hours of operation.
- B. After evaluation, the UHC will register the passenger for paratransit service with the Demand Response Manager.
- C. If needed, contact the Shuttle-UM Dispatcher to request a return ride after evaluation.
- D. The passenger can then schedule paratransit rides by calling (301) 314-2255 and choosing option '3' to speak with a paratransit dispatcher.

Disability Support Services (DSS)-registered passengers

1. Contact DSS at (301) 314-7682 to meet with a DSS staff member.
2. After evaluation, DSS will register the passenger for paratransit service with the Demand Response Manager.
3. The passenger can then schedule paratransit rides by calling (301) 314-2255 and choosing option '3' to speak with a paratransit dispatcher.

MISSED TRIP POLICY

Paratransit passengers are encouraged to be at their pick-up locations as early as possible. The paratransit vehicle may be at the pick-up location several minutes early and will wait up to five (5) minutes past the scheduled pick-up time for the passenger. If a passenger is over five (5) minutes late to a scheduled pick-up, a “missed trip” will be documented and any remaining rides for the day for that passenger will be cancelled. In addition, the passenger must either call the Shuttle-UM Dispatcher at (301) 314-2255 to reinstate their rides for the day. Once canceled, ride times may not be available due to the scheduling of other passengers and passengers may have to choose alternate ride times.

A “missed trip” will be documented when a passenger:

- A. Calls to cancel a ride less than thirty (30) minutes prior to the scheduled ride time.
- B. Does not call to confirm rides for the same day and does not show to his/her first scheduled ride of the day.
- C. Is more than five (5) minutes late for any scheduled ride.

If a passenger misses two trips, he/she will receive a warning letter via e-mail or postal mail. On the third missed trip, the passenger will be fined \$20 and will continue to be fined an additional \$20 for every missed trip thereafter. After two weeks of consecutive missed trips, the Department of Transportation Services will assume that the passenger no longer requires paratransit service and will cancel all remaining rides. If a passenger is consistently late to his/her pick-ups, he/she will be contacted to discuss and update his/her existing schedule. In the event that a paratransit passenger believes that he/she has received substandard service, the passenger may contact the Assistant Director at (301) 314-0183.

DAILY SCHEDULE

All paratransit passengers must call to confirm their ride(s) each day that they require service one hour prior to their first scheduled ride. Passengers who do not call will have their rides confirmed during their first scheduled ride. If a passenger does not show for his/her ride and does not call to confirm his/her rides, a “missed trip” will be documented and all remaining rides will be cancelled for that day.

CHANGING/CANCELING RIDES

Paratransit passengers must call (301) 314-2255 and choose option ‘3’ and speak with a paratransit dispatcher to change or cancel an existing ride. Passengers are able to cancel a ride until 30 minutes remain before the scheduled pick-up, or may change a ride until 60 minutes remain before the scheduled pick-up.

PERMITTED PASSENGERS

Paratransit service is provided to students, faculty, and staff who are registered through DSS or UHC. Personal Care Attendants (PCAs) and/or service animals are allowed to accompany a passenger. PCAs may not use the service when not accompanying a registered paratransit passenger. Visitors to the University who require paratransit service will be given a maximum of three consecutive days of service. After this initial period, proper registration through DSS or the UHC will be required.

SAFETY INFORMATION

Each paratransit vehicle is equipped with a wheelchair lift/ramp and wheelchair securements which must be used at all times. Seatbelts are also available and may be used at the request of the passenger.

CHARTER SERVICES

The Department of Transportation Services provides cost-effective charter services (bus rental) for the University community. Accessible vehicles are available for individuals with special mobility needs.

All charters must be official state business and sponsored by the University of Maryland. A representative from any group chartering a bus must be identified and this individual will assume responsibility for the group while on-board the chartered vehicle. A Dean, Department Head, or Designee must be designated who will verify the purpose of the charter and authorize the payment of the costs incurred by the group.

Transit vehicles carrying 14-45 passengers and motor coaches carrying up to 56 passengers are available for charter. Transit vehicles are available for local trips and motor coaches are available for both local trips and overnight trips.

RESERVING A CHARTER

- A. Reservations must be made at least 10 business days prior to the requested date of the charter, and must include a signed contract. Reservations are accepted Monday through Friday during regular business hours or any time through the DOTS website (www.transportation.umd.edu). Charter service will not be provided if a signed contract is not received by the charter department or if the department designee does not hold budgetary authority.
- B. Charters are subject to fleet availability. The charter department will provide options for vehicles that may possibly be used while taking into consideration the size of the group, activity of the group, and vehicle availability.
- C. Charters in transit vehicles will be offered at a flat rate of \$72 per hour, per vehicle, with a two-hour minimum. One half-hour will be added at the beginning and at the end of the charter for preparation and clean-up, and will be included in the cost of the charter.
- D. Charters in motor coach vehicles will be offered at a flat rate of \$120 per hour, per vehicle, with a 4-hour minimum. Any charter exceeding nine hours will be charged a daily rate of \$1250 per day. One half-hour will be added at the beginning and at the end of the charter for preparation and clean-up, and will be included in the cost of the charter.
- E. The budgeted base per-gallon fuel price for this contract period is \$4.00. For each \$0.25 variance from the base in the price of Diesel (as per U.S. Government fuel statistics for the Central Atlantic region for Diesel fuel, found at <http://tonto.eia.doe.gov/oog/info/gdu/gasdiesel.asp>), a 1% fuel surcharge or credit will be applied.
- F. Cancellations made after the contract has been signed and fewer than 10 business days prior to the date of the charter will result in a cancellation fee of 20 percent of the total cost of the charter contracted. All cancellations must be received in writing with the signature of the representative or Dean, Department Head, or Designee.
- G. Any reservations requested and accommodated, or the addition of vehicles to an existing contract, less than 10 business days prior to the charter will result in an additional fee of \$144 per transit vehicle and \$240 per motor coach. The provision of such service is dependent upon human resources and vehicle availability.

- H. Charter information may be given verbally, but all requests must be made in writing. The preferred method of request is through the DOTs website (www.transportation.umd.edu). However, e-mail (charterum@umd.edu), postal delivery (013 Greenhouse Road, College Park, MD 20742), and fax (301-314-9314) are also accepted.

ADDITIONAL INFORMATION

- A. Drivers are instructed to wait for passengers for up to 30 minutes from the scheduled pick-up time listed on the contract.
- B. When chartering more than one vehicle, the vehicles will travel as a group whenever possible. Drivers are not allowed to make any unscheduled stops. Absolutely no open containers of alcohol, controlled substances, or smoking will be permitted on any chartered vehicle. Lodging for the driver on overnight trips, parking fees, and tolls are the responsibility of the group chartering the vehicle.
- C. Additional costs may be incurred if the vehicle is damaged or grossly littered.
- D. Formal documentation may be forwarded to the appropriate office on campus and result in charges being filed against any passengers engaged in behavior including, but not limited to, the following: violations of the Student Code of Conduct, the Human Relations Code, University policies, or Federal and State laws. This behavior includes smoking or possessing controlled substances and/or open alcoholic beverages, or acting in a manner that may cause the driver concern for the safety of the individual, the other passengers, or the driver.
- E. All payments must be made at least 10 business days in advance, either by submitting an FRS number or an organizational check. Only organizational checks made payable to the UNIVERSITY OF MARYLAND will be accepted. Organizations not using an FRS number as the method of payment must also submit 20 percent of the total charter cost as a deposit for motor coaches. This must be done by a separate organizational check not less than 10 business days prior to the charter. No personal checks will be accepted.
- F. Although the Department of Transportation Services will make every effort to meet the terms of the contract, there may be instances, due to unforeseen circumstances, where a substitution is made concerning the type of vehicle requested. The alternate vehicle will be of comparable size and capability. The Department of Transportation Services reserves the right to cancel a charter without notice due to safety concerns associated with severe weather or other emergencies.

EMERGENCIES

During declared emergency situations, i.e., severe weather conditions; security alerts, etc., check the University of Maryland, College Park website at www.umd.edu, Department of Public Safety University Police Website at www.umpd.umd.edu or call (301)314-SNOW for information.

UM Department of Public Safety

The University of Maryland, Department of Public Safety (University Police) provides an escort service for anyone who feels unsafe when walking on campus. These escorts are performed by the Student Police Auxiliary Aides or uniformed police officers. Contact the Department of Public Safety at (301) 405-3555 to request an escort or to obtain hours of operation. Blue light emergency PERT phones may also be used to call for an escort. For additional information, please visit the Department of Public Safety's website at www.umpd.umd.edu.

SUGGESTIONS FOR CHANGE

Suggestions on improving the Parking and Transportation Management Program on Campus are welcomed by the Department of Transportation Services office. Suggestions should be addressed to the Director, Department of Transportation Services, University of Maryland, College Park, Maryland 20742-2711.

APPROVED by J. DAVID ALLEN, Director of DOTS