



DEPARTMENT OF
TRANSPORTATION
SERVICES

SHUTTLE-UM REGULATIONS

Effective July 1, 2015 – June 30, 2016

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The University of Maryland, Department of Transportation Services (DOTS) provides Shuttle-UM bus service to the UMD community. These regulations outline the scope of Shuttle-UM services and policies.

Shuttle-UM operates Commuter Routes and Campus Shuttles during the fall and spring semesters. Shuttle-UM operates modified service during other times of the year when the University is open. Below is a table of important dates. Please refer to the University [Academic and Holiday calendars](#) to confirm dates. Shuttle-UM is closed during University-observed holidays.

Regular Semester: All Commuter Service, Campus Shuttles, and NITE Ride routes in service according to posted schedules

Fall Semester	August 29, 2015 to December 11, 2015
Spring Semester	January 23, 2016 to May 10, 2016

Fall	August 24, 2015 to August 28, 2015
	December 12, 2015 to December 19, 2015
Spring	January 19, 2016 to January 22, 2016
	May 11, 2016 to May 18, 2016

Fall	August 22, 2015 to August 23, 2015
	December 21, 2015 to December 24, 2015
Spring	May 19, 2016 to May 20, 2016
	May 23, 2016 to May 27, 2016

Winter and Summer: Reduced Commuter Routes and Campus Shuttles; routes and schedules are unrelated to Regular Semester schedules	
Winter	January 4, 2016 to January 17, 2016
All summer sessions	May 31, 2016 to August 19, 2016

University IDs are required for all Commuter Routes except the 124, 109, and the 129. All Campus Shuttles, NITE Ride and Demand Response service do NOT require ID.

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

- A. Students, faculty, and staff with valid UMD or UMUC ID and/or any student with a valid photo ID from any university or college.
- B. City of College Park and Greenbelt residents with valid city-issued transportation ID.
 - a. City of College Park residents must request this service in person at the College Park City Hall and must present proof of residency at that time. See the [City of College Park website](#) for City Hall office hours and location.
 - b. Greenbelt residents must complete and return a Shuttle-UM Bus Pass Application form to one of the locations listed on the [application form](#).

- C. The Retired Volunteer Service Corps (RVSC). Each RVSC volunteer is issued an identification card displaying the University seal and emblem; that ID is valid for up to one year. RVSC volunteers must display their ID to the bus driver as they board.
- D. Non-University affiliated individuals younger than 18 years of age may use Shuttle-UM services without a University ID when accompanied by a parent or legal guardian who has a valid University ID (including visiting scholars with minors). Spouses, domestic partners and other family members who are not affiliated with the University may not use Shuttle-UM services without appropriate documentation from DOTS. Please see the visitors section below and/or call the DOTS office at 301-405-1222 to complete the request. Minors are not prohibited from riding Shuttle-UM vehicles if they are included in one of the previously mentioned sections.

Visiting scholars, family members, or event attendees without a University ID may request a letter of permission to ride Shuttle-UM routes or use Shuttle-UM services that do require a UMD ID. A letter on DOTS letterhead will serve as a temporary identification and must be shown to the bus driver upon boarding. Visitors may contact the DOTS Office in person or by phone at 301-405-1222 during business hours to request a letter of permission.

There is a fee associated with riding Shuttle-UM as a non-affiliate. Applicable fees must be paid in person to the DOTS office before a permission letter will be issued. The following rates apply:

Duration	Cost
One Day	\$4.00
One Summer Session	\$48.98
One Semester	\$97.96
All Summer Sessions	\$97.96
Academic Year	\$195.92

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. Individuals found responsible will be assessed fees to cover the cost of repairs.
- C. Consuming alcoholic beverages, smoking, or carrying open containers of alcohol on board Shuttle-UM vehicles. Passengers may consume non-alcoholic beverages and food while on board the vehicles.
- D. Extending any part of the body or placing any objects through the windows and outside of the bus while it is in motion. Spitting or littering from or in the vehicle is prohibited at all times.
- E. Violating the [Code of Student Conduct & Prohibited Conduct](#), any other University policy, or State and Federal laws at any time while on board.
- 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 that are not open.

DOTS provides fare-free Shuttle-UM bus service to University affiliates and limited service to the D.C. metro community. The majority of Shuttle-UM transit service is funded by student fees. As such, Shuttle-UM is routed and scheduled to serve the student population.

All Commuter Routes (except the 133 IKEA) run on weekdays during the fall and spring semesters when the University is open. Most Commuter Routes operate from approximately 7 a.m. until at least 9 p.m. on weekdays. Select commuter service routes operate during the summer and winter terms. Most Commuter Routes require ID to board.

---Commuter Routes---

Route Number	Route Name	ID Required	Description of Route
108	<u>Adelphi</u>	Yes	This route provides service between the campus and New Hampshire Avenue (MD Route 650), between Metzert Road and Oakview Drive.
109	<u>River Road</u>	No	This route provides service between the College Park Metro Station and locations along River Road (American Center for Physics, USDA, FDA, Raytheon, and M-Square Technology Park).

110	<u>Seven Springs Apartments</u>	Yes	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	<u>Silver Spring</u>	Yes	This route provides service to the Silver Spring Metro Station. It also provides service to University Boulevard between campus, as well as neighborhoods throughout Takoma Park and Silver Spring.
113	<u>Hyattsville</u>	Yes	This route provides service between the campus and the Prince George's Plaza Metro Station, the Mall at Prince George's, Prince George's Community College at University Town Center, the Arts District of Hyattsville, and Graduate Hills.
124	<u>The Universities at Shady Grove</u>	No	This route provides express service between the University of Maryland, College Park and the Universities at Shady Grove in Rockville.
126	<u>New Carrollton</u>	Yes	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	<u>Mazza Grandmarc</u>	Yes	This route provides service between campus and the Mazza Grandmarc apartments. It also stops along Route 1 between Paint Branch Parkway and Indian Lane.
128	<u>The Enclave</u>	Yes	This route provides service between campus and The Enclave apartments, which are located on Route 1.
129	<u>Franklin Park at Greenbelt Station</u>	No	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 Greenbelt Metro Station.
130	<u>Greenbelt</u>	Yes	This route provides service between campus and sections of NASA Goddard, Greenbelt Road, Ora Glen Drive, Mandan Road, Hanover Parkway, and Old Greenbelt. University Square Apartments, Ridge Road, and Lakeside Apartments are also served by this route.
131	<u>The Enclave/Mazza Grandmarc</u>	Yes	This route provides service during the evenings on Thursday-Saturday between campus, Mazza Grandmarc, and The Enclave.
133	<u>IKEA & Beltway Plaza (Saturday only)</u>	Yes	This route provides Saturday daytime service between campus, IKEA Plaza, and Beltway Plaza.

Campus Shuttles run during the fall and spring semesters when the University is open. Most Campus Shuttles operate in the evening daily. Some Campus Shuttles (such as the 104 and 105) operate during the week. Select Campus Shuttle routes operate during the summer and winter terms. No Campus Shuttles require ID to board.

---Campus Shuttles---

Route Number	Route Name	ID Required	Description of Route
104	<u>College Park Metro</u>	No	This route provides service between the campus and the College Park Metro Station.
105	<u>Courtyards</u>	No	This route provides service between campus and the University Courtyards apartments, located at the intersection of University Boulevard and Metzerott Road.
114	<u>University View</u>	No	This route provides service between campus and the University View apartments located on Route 1.
115	<u>Orange</u>	No	This route provides intra-campus service between 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	<u>Purple</u>	No	This route provides intra-campus service between the Regents Drive Parking Garage, Stamp Student Union, Math Building & Engineering Fields, Ritchie Coliseum, 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, and University Courtyards apartments.
117	<u>Blue</u>	No	This route provides intra-campus service between South Campus, Stamp Student Union, the University View apartments, The Varsity apartments, and downtown College Park.
118	<u>Green</u>	No	This route provides intra-campus service between 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, Y, and 11, and the Xfinity Center.

122	<u>Gold</u>	No	This route provides intra-campus service between 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, Y, and 11, and the Xfinity Center.
125	<u>Circulator</u>	No	This route provides intra-campus service between Stamp Student Union, University of Maryland Visitors Center, Mowatt Lane Parking Garage, UMUC, Clarice Smith Performing Arts Center, Terrapin Trail Parking Garage and Regents Drive Parking Garage.
132	<u>The Varsity</u>	No	This route provides service between campus and The Varsity apartment complex which is located on Route 1.

[NextBus](#) is a real-time passenger information system that provides arrival information for passengers using Shuttle-UM fixed routes (both Commuter Routes & Campus Shuttles). This system is based on GPS technology and allows Shuttle-UM to monitor transit service as well as provide arrival time information.

METHODS OF OPERATION

Passengers may use any of the following methods to obtain bus arrival times:

- A. Send an SMS text message to 41411 with the message 'nbus umd' followed by the 5-digit stop number for the passenger stop. More information is available on the [NextBus website](#).
- B. View bus arrival times for Stamp Student Union, and Regents Drive Garage from the monitors located in the lower southeast entrance of The Stamp and in the lobby of the DOTS office.
- C. Call 301-314- 3687 (4-DOTS) and follow the prompts to select the appropriate option. Then enter the 5-digit stop number for the passenger stop at which you wish to board the bus. These 5-digit numbers can be found at the bus stop, on printed route schedules, or on the DOTS website.
- D. Visit the NextBus section of the [DOTS website](#) and enter the appropriate route, direction of travel, and stop name. The page will automatically load the stop prediction times for the selected stop.

[NITE Ride](#) provides service to passengers whose service needs are not met by the above-mentioned fixed routes, or for locations that are on the Campus Shuttles during the evening 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) and follow the prompts.

NITE Ride operates year-round, seven days a week, when the University is open. The hours of operation are from 5:30 p.m. until 7:30 a.m.

Please view this [online map](#) to view the area served by NITE Ride. Off-campus locations served by NITE Ride include downtown College Park, the 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, Vet Med Building, the Severn Building, the Observatory, and the Patapsco Building.

Most on-campus areas are served by at least one Campus Shuttle and therefore not served by NITE Ride. However, there are some exceptions: lots 6, 1d, 7, and 2g, as well as the Vet Med Building, the Golf Course, Severn Building, Patapsco, and the Observatory.

[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 (at the discretion of the Shift Supervisor) with disabilities. This service operates year-round, seven days a week, when the University is open. 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.

Paratransit provides service to and from any on-campus location. Off-campus locations served by [paratransit](#) include downtown College Park, the College Park Metro Station, University View, University Courtyards, Graduate Hills, Graduate Gardens, Leonardtown Apartments, Fraternity Row, the Graham Cracker complex, the UMD Golf Course, The Varsity, Vet Med Building, the Severn Building, the Observatory, and the Patapsco Building.

Passengers traveling outside of this area may still be eligible for paratransit service provided that the pick-up and destination points meet the following requirements:

- A. The destination is at a stop served by the existing Shuttle-UM fixed routes.
- B. The requested trip time is during that particular fixed route's regular hours of operation.

- C. 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.

Exceptions to the service area may be made for extraordinary circumstances at the discretion of the Shift Supervisor or the Demand Response Manager.

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 and payment will be required.

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.

UNIVERSITY HEALTH CENTER (UHC)-REGISTERED PASSENGERS

[How to schedule a ride:](#)

- A. Contact the Shuttle-UM Dispatcher at 301-314-DOTS (3687) 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-DOTS (3687) and following the prompts to speak with a dispatcher or through the online system.

DISABILITY SUPPORT SERVICES (DSS)-REGISTERED PASSENGERS

[How to schedule a ride:](#)

- A. Contact DSS at 301-314-7682 to meet with a DSS staff member.
- B. After evaluation, DSS will register the passenger for paratransit service with the Demand Response Manager.
- C. The passenger can then schedule paratransit rides by calling 301-314-DOTS (3687) and following the prompts to speak with a dispatcher or through the online system.

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 minutes past the scheduled pick-up time for the passenger. If a passenger is more than five 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 call the Shuttle-UM Dispatcher at 301-314-DOTS (3687) to reinstate their rides for the day. However, 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 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 minutes late for any scheduled ride.

If a passenger misses two trips, he/she will receive a warning letter via email 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, DOTS 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 an 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-DOTS (3687) and follow the appropriate prompts to speak with a paratransit dispatcher to change or cancel an existing ride. Passengers are able to cancel a ride up to 30 minutes before the scheduled pick-up, or may change a ride up to 60 minutes before the scheduled pick-up.

The Department of Transportation Services provides cost-effective Charter services for the University of Maryland community.

Our available service includes motorcoaches seating 52-56 passengers, transit buses seating 32-40 passengers, transit vans seating 13-18 passengers and an SUV for use as an executive sedan service seating up to five passengers. Transit buses are available for rent in the Washington, D.C. and Baltimore metro regions for single-day trips only. Motorcoach and SUV service is available for single- or multi-day trips anywhere in the continental United States.

Most transit buses are wheelchair-accessible. One wheelchair-accessible motorcoach is available by request on a first-come, first-served basis.

Where transportation is desired, but a suitable DOTS vehicle is not available for any reason, DOTS may offer to arrange the trip through a private transportation provider. The rates and policies of the subcontractor may differ from those outlined here, and the chartering party is still responsible for any fees incurred by the department when making such arrangements.

WHO MAY CHARTER BUSES

Motorcoaches and transit buses may be chartered by any University department or unit, or by any [officially recognized student organization](#). The charter must be for official University and/or State business sponsored by the University. A representative will be named as the person responsible for the group while on board the chartered vehicle. A dean, department head, or other designee must verify that the purpose of the trip is official University business and authorize the expense for the charter.

The SUV service is available to any member of the University community for business or personal purposes. Payment from personal means can be accepted for SUV charters.

RESERVING A CHARTER

All DOTS vehicles are available on a first-come, first-served basis, after allocations are made to cover regular operating services. Requests for reservations are always initiated by a request for an estimate, which may be made during normal business hours. Requests must include the specific dates, times, and locations for all pickups and drop-offs and may be made by phone, e-mail, or [online](#). Additional fees may apply for requests made within one week of the desired service. Same-day requests are not permitted.

Once an estimate is received and accepted by DOTS, a contract must be signed to reserve the vehicle(s). If payment is via a University KFS account, inclusion of that account number is sufficient to hold the charter. Otherwise, a 20% deposit is due with the returned contract in order to guarantee the reservation. The balance must be paid in full no later than one week before the beginning of the charter; otherwise, the charter may be cancelled at the discretion of the DOTS office, and additional fees may apply as outlined below.

MODIFYING OR CANCELLING A CHARTER

Once a charter contract has been signed, all modifications or cancellations must be made in writing (e-mail is sufficient) and be sent to and acknowledged in writing by the charter manager. Information may be given verbally to the charter manager or other charter staff members, but no changes or cancellations are considered official until they are acknowledged by an exchange of writing with the charter manager. Only the official representative or designee named in the charter contract is authorized to make changes, unless the parties to the charter contract have agreed ahead of time to allow additional designees to make changes and

have included their names in the “Special Instructions” section of the contract. Please note that certain fees may apply when changing or cancelling a charter, as outlined below.

CHARTER FEES

Charter fees are based on vehicle type and duration of the reservation. Please see the rates per vehicle type in the table below:

Vehicle Type	Capacity	Rates	Minimum Reservation	Flat rate destinations from College Park
Motorcoach	Seating up to 56	\$100/hr + 1.25/mile	4 hours*	BWI Airport: \$450 Reagan Airport: \$450 Dulles Airport: \$450 All day or 10+ hour: \$1250
Sport Utility Vehicle	Seating up to 5	\$60/hr	2 hours	BWI Airport: \$55 Reagan Airport: \$55 New Carrollton Amtrak Station: \$55 Union Station, DC: \$55 Dulles Airport: \$90 All day or 10+ hour: \$600
Transit Bus	Seating up to 40	\$80/hr	2 hours*	n/a
Transit Van	Seating up to 18	\$72/hr	2 hours*	n/a

* Note: Charter fees will include an additional half hour before and after the reservation time to account for preparation and cleanup.

There are other additional fees that may be associated with charter service. Those fees are outlined below:

Fee Type	Amount	Description
Fuel Surcharge	Varies based on average price diesel fuel	The budgeted base per-gallon fuel price for this contract period is \$4.00 per gallon. For each \$0.25 increase from the base in the average price of diesel, as per the U.S. Government fuel statistics for the Central Atlantic Region (found here), a 1% fuel surcharge will be applied to all estimates.
Relief Driver	\$300 plus travel and lodging expenses	For any trips where the itinerary is not possible to be performed within USDOT and University of Maryland DOTS hours of service regulations, the department will make arrangements for a relief driver, with the shift change occurring at a point in the itinerary which is minimally disruptive to the trip but that also allows for all drivers to remain within service limits. The usual fee for provision of a relief driver is \$300; if additional travel and lodging expenses are required, these costs will be added to the estimate.
Administrative	SUV: \$30 Motorcoach: \$100 Transit: \$100	<p>An administrative fee of \$100 for Transit or Motorcoach charters, or \$30 for SUV charters, will be added to the estimate if any of the following occur within one week of the initial departure:</p> <ol style="list-style-type: none"> 1. The trip is initially requested within that timeframe 2. The trip is contracted but not paid in full 3. The details of the itinerary are modified <p>This fee may be applied retroactively if the charter runs one hour or more over its scheduled end time due to actions of the group, in addition to the application of the regular hourly charges for the extra time incurred. One minor modification may be made within one week without penalty if the change does not affect the start or end time of the trip by one hour or more; however, second and subsequent modifications will incur the administrative fee.</p>

Fee Type	Amount	Description
Cancellation	Varies based on trip type and how much notice is given, 20% to 50% the estimated cost of a trip	Trips may be cancelled with at least one week's notice without penalty. Trips cancelled within one week but with at least 24 hours' notice will be assessed a fee of 20% of the estimated cost or \$100, whichever is less. Day trips cancelled with less than 24 hours' notice will be assessed 50% of the estimated cost. For multi-day trips cancelled within 24 hours of the beginning of the charter, the cancellation fee of 50% will apply for the first day, and the \$100 fee will apply toward the remainder.
Damage/Cleaning	Varies according to type of repair or cleaning.	Additional costs may be incurred if the vehicle is damaged or grossly and excessively littered during the charter.

Please note that when subcontracting with providers outside Shuttle-UM, the department and the contracting group may be bound by rates, fees, policies, and cancellation and modification terms which differ from those outlined here, and differ from provider to provider. Please clarify all such terms before entering into such arrangements.

ADDITIONAL INFORMATION

Unless specifically stated otherwise in the contract, the group requesting the charter is responsible for providing parking fees and any other fees or tolls incurred by the driver, excluding those paid via EZPass, during the course of performing the group's itinerary. The group is also responsible for lodging arrangements for the driver when required.

Open containers of alcohol, tobacco products, or controlled substances are prohibited on any chartered vehicle. Violating the Code of Student Conduct & Prohibited Conduct, any other University policy, or State and Federal laws at any time while on board may result in formal documentation being forwarded to the appropriate campus office and result in charges being filed against any passenger engaged in any such behavior.

Although DOTS will make every effort to meet the terms of the contract, there may be instances, due to unforeseen circumstances, where a substitution must be made concerning the type of vehicle requested, or the provider providing the service. The alternate arrangements will be sufficient for the contracted ridership of the charter. Also, the Department of Transportation Services reserves the right to cancel a charter due to safety concerns associated with severe weather or other emergencies. All due effort to attempt to notify the contracting party will be made in such instances. Administrative and cancellation fees for any charters cancelled or postponed due to weather emergencies, or other extreme and unusual circumstances at the discretion of the Charter Manager, will be waived.

During declared emergency situations, i.e., severe weather conditions; security alerts, etc., check the University of Maryland, College Park Emergency Preparedness [website](#), Department of Public Safety University Police website at www.umpd.umd.edu, or call 301-405-SNOW (7669) for information. Shuttle-UM service interruptions, modifications, and updates related to weather or other emergencies are posted to the DOTS website and NextBus.

UMD DEPARTMENT OF PUBLIC SAFETY

The University of Maryland, Department of Public Safety (University Police) provides a 24/7 walking escort service to anyone 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. Blue light emergency phones may also be used to call for an escort. For additional information, please visit the Department of Public Safety website.

Suggestions on improving the parking and transportation management program on campus are welcomed by the Department of Transportation Services. Suggestions should be addressed to the Executive Director, Department of Transportation Services, University of Maryland, College Park, Maryland 20742-2711 and may be submitted in person to the DOTS office, by phone, or online at transportation@umd.edu.

Approved by J. David Allen, Executive Director of DOTS