

Bus Service General Policy

Policy Statement

This policy is addressing the general rules that should be followed within the AUC bus service, and the general conduct inside the buses and at the bus terminal.

Reason for Policy/Purpose

The policy has been made to regulate the relationship between the bus riders from one side, and the bus drivers/bus service staff from the other side, in order to enhance the experience of riding the AUC bus.

Who Approved This Policy

EVP Brian MacDougall

Who Needs to Know This Policy

- All members of the AUC Community, especially those who use the bus.
- Bus drivers.

Web Address for this Policy

<http://in.aucegypt.edu/services/bus-service-schedules/policies-and-procedures>

Contacts

Responsible University Official: Eng. Sherif Maged

Responsible University Office: Transportation Office/Bus Service

If you have any questions on the policy or procedure for, you may:

1. Call Bus Service Hotline at 01270000066, or
2. Send an e-mail to transport@aucegypt.edu

Policy/Procedures

General Bus Policies

- Faculty & staff members are entitled to ride the bus for free, upon showing their valid AUC ID. Spouses, relatives, friends, and visitors should pay a ticket-per-ride (please check visitors' policies & procedures, later in this document).
- Enrolled students (who have a valid student ID) can ride the bus after paying either the bus pass fees or a ticket by ride.
- Alumni can ride the bus upon showing their valid alumni ID, and pay a ticket by ride.
- Those who do not hold a valid AUC ID, or are not guests of an AUC ID holder, are not permitted to use the AUC bus service.
- Bus schedules are always oriented to serve class times and official staff arrivals and departures.
- Time slots, routes, and points can change temporarily or permanently based on safety and operational aspects. Riders will be notified beforehand through the AUC email.
- Faculty, staff and students have precedence to ride the bus over visitors.
- In rare cases when the number of riders exceeds the available seats on any route, or the bus breaks down with no available backup, it is possible that the transportation official would provide an alternative way to transport the affected riders, either through riding another route's bus (while maintaining the points for both "temporarily merged" routes as is), or using an Uber/Careem services.
- The aisle of the bus and the emergency exits must not be obstructed by any means.
- "No Smoking" inside the bus for both the drivers and the riders.
- Violations, abusive and offensive behavior cases will be handled in accordance to [AUC Code of Conduct](#).

Riders' Policies

➤ **General Policies**

- Changes in the bus schedules or pickup/drop off points are announced through the AUC email. Bus service riders should make sure to read all the announcements thoroughly in order not to miss their buses.
- Riders must deal with the drivers, supervisors, and the bus service team with respect and courtesy.
- Riders are encouraged to be at the pickup point 10 minutes before the announced pickup time.
- Riders should call the hotline in case the bus was late for the announced pickup time.
- In case of bus breakdown, riders should contact the hotline and remain seated until the backup bus arrives.
- Riders should not ask the drivers to pick them up/drop them off at any point other than the official pickup/drop off points.
- Exceptions for dropping off might take place for handicapped riders or occasionally due to real emergency situations, and based on bus service operations' manager's approval.
- Riders must comply with the driver's instructions in case of emergencies.

- In case the bus arrived late on campus, students have the right to request a stamped hard-copy Tardiness Declaration Form from any of the Bus Terminal team members.

➤ **Inside the Bus**

- Riders can eat and drink, but should leave the bus clean.
- Riders should not interact with the drivers while the bus is in motion. Distracting the driver in any sense while driving will not be tolerated and will be dealt with firmly.
- Personal entertainment devices (mobiles, laptops, music players, tabs) are to be used only with headphones.
- Riders are not allowed to reserve seats for one another, and should not occupy empty seats with their personal belongings.
- Riders must respect each other's personal space.
- Riders must remain seated while the bus is in motion.
- Riders must not use the jump seats.

Visitors' Policies & Procedures

Faculty, Staff & Students who wish to have a visitor riding the bus to/from AUC must:

1. Send an email (at least one working day ahead of the visit) to AUC Transportation Office & Security Office, with either a scanned copy of the National ID/Passport of the visitor, or stating the full name and National ID/Passport Number of the visitor. The email must also have the date and time of the visit, and the route that the visitor will ride.
2. The visitor must show the National ID/Passport to the bus driver/Bus Service Supervisor before riding the bus.

Drivers Policies

- Drivers aren't allowed to engage in phone or side conversations while driving.
- Drivers must deal with riders with full respect and courtesy.
- Drivers must drive safely with reasonable speed and avoid dangerous maneuvers.
- Drivers aren't allowed to turn on the radio.
- Drivers must be fully aware with the bus route and pickup/drop off points.
- Drivers must abide by the designated routes, drop off, and pickup points; they aren't allowed to change the bus route except under certain traffic conditions and upon approval of the transportation manager.

Bus Terminal Policies

- No entry or exit from the bus terminal except from the Bus Terminal Checkpoint.
- Pickup and drop off points on campus are within the Bus Terminal premises ONLY.
- Bus riders must abide by the pedestrian routes inside the bus terminal to reach out their buses.
- Buses must park in its corresponding parking slots.
- All bus riders must present their ID upon crossing the Bus Terminal Checkpoint.
- Riders who pay-by-ride must collect their tickets.
- Riders must follow the guidance instructions of the Bus Terminal team.

Bus Fees Refund Policy

Requests for refund of bus fees are treated as follows:

1. Full year subscription
 - 100% refund if requested within the first two weeks of the Fall semester (after deducting the tickets of the consumed rides).
 - 70% refund if requested within the following two weeks of the Fall semester (after deducting the tickets of the consumed rides)
 - After the first month of the Fall semester, students who wish to refund can refund only the portion of the subscription in excess of the full Fall semester subscription.
 - After the beginning of the Winter semester, students who wish to refund can refund only the portion of the subscription in excess of the full Fall + Winter semesters' subscriptions.
 - There is no refund after beginning of the Spring semester.
2. Semester subscription (Fall/Spring)
 - 100% refund if requested within the first two weeks of the Fall semester (after deducting the tickets of the consumed rides).
 - 70% refund if requested within the following two weeks of the Fall semester (after deducting the tickets of the consumed rides)
 - No refund requests will be accepted after one month from the beginning of the semester.

Bus Service Hotline Guidelines & Policies

➤ **Guidelines**

- AUC Bus Service hotline working hours 6:00 AM till 1:00 AM.
- AUC Bus riders are encouraged to use the hotline in situations, such as: bus breakdowns, tardiness, reckless driving, accidents, etc...
- AUC bus riders are highly urged to retain the hotline numbers on their cell phones.

➤ **Policies**

- The caller and the hotline agent must identify themselves clearly.
- The caller must ensure that the call doesn't consume more than 2 minutes to give others the chance to report emergencies.
- In case the reported problem wasn't resolved, the reporter must call the hotline again.
- The hotline agent must provide the caller with feedback whenever necessary.
- Both the caller and the hotline agent have the right to report to the transportation manager any unprofessional attitude or language adopted by either.
- Inquiries for bus stops and time slots must not be made through the hotline. Schedule related information are posted on the Bus Service Webpage.
- Hotline agents are expected to handle all phone calls with the utmost confidentiality, discretion and integrity.
- Hotline agents are to ensure a fast and prompt response to the caller based upon the reported issue.

- Bus riders who intentionally and/or maliciously use the hotline to make false allegations will be subject to disciplinary action as per AUC Policies and Procedures.
- A call log is to be maintained for auditing and reviewing purposes.
- An overview about the hotline activities is to be reported to the transportation manager on a daily basis.
- The hotline operation might involve bus service providers or other departments whenever deemed necessary.

Wi-Fi Service

The AUC buses are equipped with Wi-Fi service; the password is auctransport. While using the Wi-Fi is free of charge, please note:

- The internet service quality and speed varies regionally.
- You are using the internet with other users, which means that the internet is evenly distributed to all riders.
- Movies, streams, software updates, and other ways of high data usage are not possible.

Bus Evacuation Procedure

Bus riders maybe requested to evacuate the bus in one of the following cases

- There is any kind of risk that might affect the riders.
- After an accident.

Bus riders are urged to adopt the following procedure in case of evacuation

1. Remain seated till the driver instructs them to leave
2. Stand and move in an order fashion to the nearest exit

“Temporary Drop off Point” Request Procedure

Riders with temporary medical issues can request a special stop point, where this point should be within the designated bus route. Riders with medical issues need to adopt the following procedure

1. Submit a detailed request to transport@aucegypt.edu with the following details: Full Name, ID, E-mail, Phone, Route and the requested drop off point.
2. The request must include an approved medical report from the AUC Clinic in which the medical issue duration is clearly stated.
3. The rider must submit this request to the Transportation Manager for approval.

History/Revision Dates

Origination Date: January, 2013

Last Amended Date: October, 2017

Next Review Date: February, 2018