



THE AMERICAN UNIVERSITY IN CAIRO  
الجامعة الأمريكية بالقاهرة

# Bus Service Policies & Procedures

---

AUC – Transportation Department

9/4/2013

# Contents

- Policies ..... 3
  - General Bus Policies ..... 3
  - Bus Terminal Policies ..... 4
  - Bus Riders and Drivers Guidelines ..... 4
    - Riders ..... 4
    - Drivers ..... 5
  - Special Requests Policies ..... 5
    - Policies ..... 5
  - Bus Service Hotline Policies ..... 5
    - Policies ..... 6
    - Guidelines ..... 6
    - Notes ..... 6
  - Bus Fees ..... 6
- Procedures ..... 7
  - Acquiring Bus Pass Procedure ..... 7
  - Purchasing Pay-By-Ticket Procedure ..... 7
  - Payment Validation Procedure ..... 7
  - Special Request Procedure ..... 8
  - Complaint Submission Procedure ..... 8
    - Via Mail ..... 8
    - Via Hard Copy Form ..... 8
    - Via E-Form ..... 8
  - Requesting Temporary Stop Point for Medically Approved Cases Procedure ..... 9
  - Bus Evacuation Procedure ..... 9
- Inquiries and Suggestions ..... 9
  - Inquiries ..... 9
  - Suggestions ..... 9
- General Guidelines ..... 9
- Bus Service Communication Channels ..... 10

# Policies

## General Bus Policies

- The entire AUC community is eligible to ride the AUC bus.
- Faculty and staff are entitled to ride the bus for free.
- All bus riders including Faculty, Staff and Students must acquire a bus pass.
- Students can ride the bus after paying either the bus fee or a pay-by-ride ticket.
- Bus riders must comply with all Transportation regulations, policies and procedures, as well as all relevant rules and procedures of the AUC.
- Bus schedules are always oriented to serve class times and official staff arrivals and departures.
- Faculty, Staff and students have precedence to ride the bus over visitors.
- Students who pay bus fees either annually or semi-annually have precedence to ride the bus over pay-by-ride riders.
- Visitors are entitled to ride the bus as long as someone with a valid AUC ID purchases a pay-by-ride ticket for the visitor.
- Designated pickup/drop off points is the only location where the bus stops to let in/out passengers.
- Bus routes may vary depending on traffic conditions or in case of emergencies or traffic congestion.
- Smoking is prohibited on any bus for both the driver and the riders.
- Bus riders can eat or drink on condition that they dispose the trash in the bin available on the bus.
- The aisle of the bus and the emergency exits must not be obstructed by any mean.
- Timeslots, routes, points can change temporarily or permanently based on safety and operational aspects. Riders will be notified before hand through different communication channels.
- Buses will remain at the stop points for maximum of 5 minutes (Exceptional Cases hold)
- In case of bus breakdown, riders are requested to remain seated until the backup bus arrives.
- Misdemeanor, abusive or offensive behavior cases will be handled in accordance to [AUC Code of Conduct](#)
- Students without either a valid bus pass or a ticket will be subjected to a warning followed by a fine of **EGP 150** charged directly to their accounts.
- For lost items on the buses, riders should refer to the Lost and Found Office.
- If an activated student ID is lost, students are urged to follow the **Payment Validation Procedure**.
- Staff members who accompany their children (1-4 years) during a bus ride are requested to have them sit on their laps.
- Staff members, who wish to accompany their children and wish them to sit beside, must purchase a ticket.

- Staff who uses strollers for their children, should ask the driver to place the strollers in the bus storage space below.
- Bulky items that do not fit properly within the storage space above seats will not be permit on the bus.
- Riders are not allowed to change their original routes without prior consent.

## 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 Riders and Drivers Policies

### Riders

- Riders are **NOT** allowed to ask drivers to drop them off at any point except the designated ones.
- Exceptions for dropping off might take place for handicapped riders or occasionally due to real emergency situations based on prior agreed-upon request.**(Refer to Medical Cases Special Request Procedure)**
- Riders aren't supposed to interact with drivers while the bus in motion unless an emergency situation takes place.
- Playing the radio, music or videos or reading aloud is prohibited. Personal entertainment devices are to be used only with headphones.
- Riders can bring personal materials on the bus but cannot occupy empty seats with their belongings.
- Riders must respect each other's personal space.
- Riders must stay seated when the bus is in motion.
- Riders must not use the jump seats.
- Riders are not allowed to reserve seats for one another.
- Riders are recommended to interact with the Transportation Team through the designated channels.**( Hotline, E-mail, In person with any of the Bus Service Team)**
- Riders must comply with the driver's instructions in case of emergencies.
- Riders must deal with drivers, supervisors and AUC Bus Service Team with respect and courtesy.
- Riders must remain seated until the bus completely stops.
- Distracting the driver in any sense while driving will not be tolerated and will be dealt with firmly.

- 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.

### Drivers

- Drivers aren't allowed to smoke while driving.
- Drivers aren't allowed to engage in phone conversation while driving.
- Drivers must drive safely with reasonable speed and avoid dangerous maneuvers.
- Drivers aren't allowed to turn on radio.
- 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.
- Drivers must be fully aware with the bus route and pickup/ drop off points.
- Drivers must deal with riders with full respect and courtesy.

### Special Requests Policies

Special requests is defined to be one of the following: adding a route, changing/adding a pick up/drop off points and changing scheduled timeslots. **(Refer to Special Request Procedure)**

### Policies

- The requesters' count must be:
  - at least **25% of the route** riders for requesting a new/changing a drop off or pickup point
  - at least **60% of the route** riders for requesting a new/changing a route
  - at least **15% of the total bus service** riders for requesting a change in the scheduled timeslots
- A staff/faculty vs. students ratio is to be highly considered when assessing the request.
- The drop off / pick-up point must align with the already existing routes' paths. (The point should be either an extension for the route or a point on the route path)
- The exact point location will be determined based on safety, operation, and functionality aspects if and only if it was approved.
- Operational aspects shall be accounted for and will greatly influence the Committee decision given the overall operation scheme.
- The drop off/pick-up point/timeslot will be cancelled if the numbers of riders goes below a minimum utilization threshold.
- If and only if a drop off/ pick up point was approved, it will be limited to specific time slots based on the optimal operation requirements.
- An assessment period is to follow the implementation of the request if the permission was granted.

### Bus Service Hotline Policies

The AUC bus service is committed to timely identify and resolve any reported complaint in coordination with bus service providers.

The Hotline number is **012-700-000-66**

## Policies

- Bus riders are encouraged to use the hotline **ONLY** in the following situations:
  - Tardiness more than 15 minutes
  - Reckless driving
  - Accidents
- All other complaints should be reported through the various available reporting channels.
- The hotline working hours is from **7:00 AM** till **1:00 AM**.
- The caller and the hotline agent must identify themselves.
- In case the reported problem wasn't resolved, the reporter must call the same number again.
- The hotline agent must provide the caller with feedback whenever necessary.
- Both the caller and the hotline agent have the right to report unprofessional attitude or language adopted by either.
- Inquires for bus stops and time slots must not be made through the hotline.
- 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](#).

## Guidelines

- The caller must ensure that the call doesn't consume more than **2** minutes to give others the chance to report emergencies.
- AUC bus riders are highly urged to retain the hotline numbers on their cell phones.
- In case that one number is busy, riders are encouraged to use the other number immediately.

## Notes

- 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 daily basis.
- The hotline operation might involve bus service providers or other departments whenever deemed necessary.

## Bus Fees

- Bus fees changes will be announced appropriately through different communication channels.
- Bus fees must be paid prior to or at the beginning of the semester.
- A grace period of **one** week will be allowed at the beginning of the semester.
- After the grace period, students without a valid pass are requested to pay per-ride ticket.
- Refunds of bus fees are received on 100% basis if requested within the first **two** weeks of the semester and **70%** if requested within the following two weeks. No refund requests will be accepted after **one** month from the beginning of the semester.
- Bus Fees may be subject to annual increases.
- Bus fees are announced on the official Bus Service webpage ([www.aucegypt.edu/bus](http://www.aucegypt.edu/bus))

## Procedures

### Acquiring Bus Pass Procedure

1. Pay the indicated bus fees at the CIB bank (listed on the bus webpage).
2. Retain the bank receipt.
3. Go to room **G015** at the **Administration Building** with the receipt and your student ID.
4. Fill in the requested form and hand-in your student ID.
5. Pass by **G015** later during the same day to pick your student ID after it is being activated.

#### Note:

- **Bus pass checks begin on the 9<sup>th</sup> working day of each semester to allow students time to activate their IDs.**
- **Bank receipts will not be accepted as prove of payment beyond the grace period.**

### Purchasing Pay-By-Ticket Procedure

Students and Visitors can buy bus tickets from the Bus Terminal.

1. In their arrival or departure, students and visitors can purchase a bus ticket from the Bus Terminal Checkpoint.
2. Riders must pay the full ticket amount to one of the Bus Terminal Attendants.
3. Bus Terminal Attendants will give the rider a stamped dated ticket valid for one ride **ONLY**.

#### Notes:

- A single ticket can be used only once.

### Payment Validation Procedure

In case students paid the bus fee and either they didn't activate their IDs yet or its mal-functioning, students must adopt the following procedure:

1. Inform the Bus Terminal checking attendant that you paid the fee.
2. The attendant will direct you to one of the offices at the Bus Terminal to acquire a payment verification.
3. After acquiring the payment verification, hand it in to the checking attendant.
4. Students must go immediately to **G015 Admin Building** to check their IDs and ensure that its working properly.

**Note: Students are allowed to use the Payment Validation Procedure two times at maximum.**

## Special Request Procedure

1. Requesters shall fill in the respective form (Available at the Bus Terminal and on the Bus webpage)
2. The requesters' representative shall submit the complete signed form to the office at the bus terminal
3. Random check will be carried on the requesters to ensure request plausibility
4. Some requesters might be contacted by the Transportation Department for inquiry and soliciting further info
5. The request will be submitted to the Transportation Committee to discuss its feasibility and forming a decision
6. In case of refusal, the decision will be communicated to the requesters' representative with a justification. ( A minimum of three weeks shall be needed to receive a feedback).
7. In case of acceptance:
  - The time slots along with the point will be added to the bus schedule and will be announced through the appropriate communication channels.
  - An assessment will take place during the first three weeks after implementation, in case that the utilization goes below the minimum threshold, the pickup/ drop off point / timeslot will be cancelled and the riders will be notified prior cancellation by 72 hours.

## Feedback Submission Procedure

**Four** different methods by which riders can communicate their feedback to the Transportation Management are as follows:

### Via Mail

1. Riders are requested to send their feedback to [transport@aucegypt.edu](mailto:transport@aucegypt.edu) with a full description re the incident along with their full contact details.
2. Riders expect to receive an answer within maximum of **48 hours**( Exceptional Cases hold).

### Via Hard Copy Form

1. Riders can fill one of the feedback forms available on the bus ( English or Arabic) .
2. Riders should fill in all the requested fields.
3. Riders should hand-in the form to one of the Bus Terminal attendants.
4. Riders expect to receive an answer within maximum of **48 hours**( Exceptional Cases hold).

### Via E-Form

1. Riders can visit "Contact Us" page through the bus service official [web page](#).
2. Riders can fill in the [e-form](#) available under the "Feedback" section.
3. Riders expect to receive an answer within maximum of **48 hours**( Exceptional Cases hold).

## Requesting Temporary Stop Point for Medically Approved Cases 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 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.

## 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 any accident or an incident

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

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

## Inquiries and Suggestions

### Inquiries

- For inquiries regarding bus schedule and available timeslots, check the [AUC bus schedule](#).
- For inquiries regarding pickup/drop off points locations, check [Maps and Routes](#).
- For common inquires regarding the bus service, check the [FAQ web page](#).
- For general service related inquiries, please send us an email to : [transport@aucegypt.edu](mailto:transport@aucegypt.edu).

### Suggestions

- Riders can submit their service improvement suggestions in writing through [transport@aucegypt.edu](mailto:transport@aucegypt.edu) or by handing it in to the Transportation Manager.

## General Guidelines

- Bus riders are held responsible to read AUC Transport announcements.
- Bus riders are encouraged to be at the stop points at least 10 minutes before the designated time.

- Bus riders are encouraged to call the hotline in case the bus was late more than 15 minutes.
- AUC bus riders are greatly urged to respond to the surveys or questionnaires that AUC transport sends.

## Bus Service Communication Channels

The Transportation Department utilizes multiple communication channels to reach out the community. Each communication channel is being used depending on the announcement nature and target audience.

Below is a list of the communication channels along with their usages

Communication Channels	Usage	Notes
Bus Webpage	<ul style="list-style-type: none"> <li>• All Bus Service related info are posted on the bus webpage (Bus Schedules, Fees, Policies and Procedures...etc)</li> <li>• Posting major announcements</li> <li>• Emergency announcements might not be posted on the bus webpage due to time constraints</li> </ul>	Bus Webpage: <a href="http://www.aucegypt.edu/bus">www.aucegypt.edu/bus</a>
E-mail	<ul style="list-style-type: none"> <li>• In case of mass announcements, the Transportation Department will send e-mail to the entire community (Ex: Emergencies, announcing new bus schedule, general service updates..etc)</li> <li>• Mails might be sent to interested recipients based on the announcement's nature ( Ex: A mail to students notifying them with the deadline to pay the bus fee)</li> </ul>	
SMS	<ul style="list-style-type: none"> <li>• SMSs is ONLY used in case of emergencies ( Ex: Immediate change of pickup points)</li> </ul>	
Twitter	<ul style="list-style-type: none"> <li>• All announcements are being posted on the official AUC Bus Service twitter account</li> </ul>	Twitter: <b>@AUCBus</b>
Student Portal	<ul style="list-style-type: none"> <li>• Is used to communicate directly with students (Ex: Bus fee changes, communicating deadlines, etc)</li> </ul>	
Bus Terminal Screens	<ul style="list-style-type: none"> <li>• Bus schedules are always displayed on the screens</li> <li>• Emergency announcements are displayed</li> <li>• Various community announcements might be posted.</li> </ul>	
Bus Mail Groups	<ul style="list-style-type: none"> <li>• Is used to address specific route riders</li> </ul>	