

Guidelines for Use of Red Car Shuttle Service

1. The Red Car shuttle service is for Guelph faculty and Guelph-Humber staff who are required to travel between the two campuses to fulfill their Guelph-Humber work responsibilities. Meetings should be booked around the existing Red Car schedule to avoid single Red Car bookings. Cars are for work-related purposes only.
2. To use the Red Car service a reservation needs to be made. **Only Guelph-Humber Department Heads and Program Heads are authorized to approve personnel for travel via Red Car.** Once written approval has been provided, all Red Car reservations are to be made through Melissa Durbano at the University of Guelph-Humber. Telephone 416-798-1331 ext. 6084 or email melissa.durbano@guelphhumber.ca. When making a reservation please ensure your contact information is provided. This includes: **name, email address, and phone number.** No passenger may board the shuttle unless this information is provided.
3. **Reservations are very important in maintaining a manageable schedule and budget.** Maximum vehicle size is 8 passengers. You must take the Red Car at your reserved time. A copy of the Red Car schedule will be emailed to booked passengers prior to the start of the semester. Please note, **single passenger shuttles are not to be scheduled** except for extenuating circumstances which require prior authorization.
4. If you need to make adjustments to your travel time, please call or email Melissa Durbano with 24 hours' notice to see if space is available on an already scheduled car. If you are not able to make your scheduled reservation due to an extenuating circumstance, please call Melissa Durbano at 416-798-1331 ext. 6084 to cancel your booking.
5. All pickups and drop-offs from the University of Guelph will be at the University Centre. All pickups and drop-offs from the University of Guelph-Humber will be from the main entrance of the Guelph-Humber building.
6. Please arrive five minutes prior to departure time. The "FIVE MINUTE RULE" is applicable. The Red Car Service will wait no more than five minutes.
7. Every effort, within reason, will be made to accommodate your schedules. We are unable to provide single Red Car services unless there are extenuating circumstances. We do require your cooperation and flexibility in order to make this system run smoothly and economically.
8. Student senators will select one representative every spring that will have the authority to book Red Car in the normal manner on their behalf. Red Car will be provided for student senators attending Senate meetings at University of Guelph. Student senators may use open seats on a regularly scheduled Red Car to the University of Guelph and return. Up to 20 one way Red Cars per year will be available for student senators in order to participate in senate sub-committees and related activities at University of Guelph.

Missed Shuttle Protocol

Red Car Service and University of Guelph-Humber have many checks and balances in place to ensure that every shuttle operates on time, as scheduled. In the event that you find yourself waiting for a shuttle that appears to not be scheduled, the following protocol should be followed:

- 1) Wait 5 minutes past the anticipated shuttle departure time and check your personal schedule to make sure you are at the right place and time.
- 2) Call Red Car Service dispatch at **519-824-9344**
- 3) If the Red Car dispatcher indicates that there is no shuttle scheduled at this time, they will offer to send either a Red Car vehicle or taxi right away.
- 4) An investigation of the scheduling conflict will follow. If the error is found to be on the part of the passenger **Red Car Service will invoice the passenger directly for the shuttle fare in the amount of \$197.10.**