Demand Response Shuttle Service
315-824-1260 extension 221 or 222

Colgate is pleased to announce that Birnie Bus will be the University’s preferred provider for individuals requiring ground transportation within the region. Beginning July 1, 2009, Demand Response Shuttle Service will be available to provide transportation for Colgate faculty, staff, students and visitors.

Demand Response Shuttle is similar to a taxi service; however, there are a few differences. Key points are as follows:

- The service is exclusively for Colgate University faculty, staff, students and visitors.
- All transportation will require a 24-hour reservation notice. Each reservation must be made by 12:00 p.m. for the next day trip. Monday trips require a notification by 12:00 p.m. on the preceding Friday.
- A live dispatch service will be provided Monday through Friday, 7:00 a.m. – 5:00 p.m. Voice mail reservation will be in effect all other hours. All reservations will receive a confirming response ensuring that the reservation and all pertinent data were received.
- All cancellations need to be made one hour before departure of the trip or a cancellation fee of $35 will be charged.
- Chevrolet Uplanders, with a seating capacity of up to 6 adults, will be used for this service.
- This service is intended to provide transportation to destinations outside of the immediate Hamilton area.

Fee Structure (locked in for two years)

- The fee to or from the Syracuse Airport, Train or Bus Station will be $98 (gratuity included) not to exceed 2.5 hours. An additional fee of $10 per person for the second and third passenger will be applied. No additional charge for passengers four, five or six.
- The fee to or from the Utica Train or Bus Station will be $88 (gratuity included) not to exceed 2.25 hours. An additional fee of $10 per person for the second and third passenger will be applied. No additional charge for passengers four, five or six.
- Fees to all other destinations will be based on $39.50 per hour (prorated in 15 minute increments) plus .19 per mile.
- Driver waiting time will be billed at the rate of $25 per hour (prorated in 15 minute increments).

The University has made it clear that outstanding customer service will be a hallmark of Demand Response Shuttle Service. The drivers are often times the first and last impression prospective students and visitors will have about Colgate. Recognizing this, Birnie Bus has agreed to the following:

- Drivers will familiarize themselves with facts about the University and Hamilton.
- Drivers will wear Colgate attire so they are easily identified. There will be magnetic signs displayed on the vehicles that read, “Colgate Shuttle”. They will assist travelers with luggage in and out of vehicles, airports, train stations, etc.
- Cell phones will be in vehicles to provide ongoing communication with clients should travel arrangements change. Phones will be made available for clients to use as needed.
Reservations

- To make a reservation call 315-824-1260 ext. 221 or 222 or email dennis@birniebus.com
- After-hours, weekends, or emergencies: 315-335-5527 or 315-269-1318 (Manager: - Dennis Carney)
- You will need to provide complete information including the date, time and location where you are to be picked up, your destination and the Colgate budget account the trip is to be charged to. Be sure to provide both your office number and your cell number.
- Students and visitors can prepay with credit when making a reservation or pay cash to the driver. Personal checks are not accepted.

After a thorough examination of possible options, it is clear that this preferred provider agreement with Demand Response Shuttle Service is the best option available for Colgate’s ground transportation needs. Information regarding this service will be posted on Colgate’s website and fact sheets will be available in the Purchasing Department. The Purchasing Department is the University’s point of contact for this service and questions or concerns should be directed to Purchasing at extension 7474.