
Subject: RE: Resolution for the Improvement of Bus Transportation at RU New Brunswick
Date: Friday, May 22, 2026 at 9:24:53 AM Eastern Daylight Time
From: President@rutgers.edu
To: Taryn Cooper, President@rutgers.edu
CC: Ralph Gigliotti, Lucille Foster, Wendy Purcell, Morgan Smith, Kimberlee Pastva, Kimberly Lewis, Henry Velez
Attachments: image003.png, image004.png, image005.jpg



May 22, 2026

Dear Ms. Cooper:

President Tate has asked us to respond to the Senate's recent "Resolution for the Improvement of Bus Transportation at RU New Brunswick." We welcome the opportunity to provide an update on Institutional Planning and Operations' stakeholder engagement related to the selection of a new bus services provider. IP&O values the advocacy and input of students, faculty, staff, and external partners and appreciates their contributions to improving the campus bus system.

The University conducted broad and intentional engagement throughout this process. Outreach included student organizations such as OverRide, RUSA, and student leadership in Newark and Camden, as well as the New Brunswick Faculty Council and external partners, including University Hospital and NJIT.

IP&O also engaged an external consultant and facilitated more than fourteen focus groups and information gathering sessions across all campuses. These sessions involved students, faculty, staff, and external partners, including University Hospital and NJIT. Feedback from these efforts directly informed the development of the bus services Request for Proposals.

IP&O met regularly with OverRide over the past two years, and Public Safety representatives attended OverRide meetings to address safety and security-related questions. Student feedback, including concerns related to accessibility and ADA compliance, was explicitly incorporated into the RFP through service requirements, evaluation criteria, and accountability measures.

Student representatives, including three OverRide members along with representatives from RUSA and student leadership in Newark and Camden, participated directly in developing the RFP and served on the selection committee. These participants contributed to the evaluation, scoring, and recommendation of the selected provider and were engaged in shaping the Key Performance Indicators included in the new bus services contract.

At OverRide's earlier request, the University was unable to share the full contract during negotiations, as it had not yet been finalized. Now that the agreement has been executed, it is a public document, and we are happy to share it with OverRide or review its contents in detail. OverRide members who participated in the RFP and selection process are already familiar with the KPIs and performance framework reflected in the agreement.

Regarding the request for a six-month performance review, the new bus services contract does not begin until July 1, 2026; therefore, performance data will not be available prior to that date. Once services are underway, a six-month review can be provided after January 2027, aligned directly with the KPIs that stakeholders helped develop.

IP&O remains committed to continued engagement with students and faculty as implementation moves forward.

Sincerely,

Kimberly Lewis

Executive Vice President and Chief Administrative Officer

Henry X. Velez

Interim Senior Vice President – Chief Operating Officer

From: Taryn Cooper <t.cooper@senate.rutgers.edu>

Sent: Monday, April 27, 2026 12:32 PM

To: President@rutgers.edu

Cc: Ralph Gigliotti <ralph.gigliotti@rutgers.edu>; Lucille Foster <lufoster@business.rutgers.edu>; Wendy Purcell <wp196@sph.rutgers.edu>; Morgan Smith <man145@senate.rutgers.edu>; Kimberlee Pastva <pastva@oq.rutgers.edu>

Subject: Resolution for the Improvement of Bus Transportation at RU New Brunswick



President Tate,

At its regular meeting on April 24, 2026 the University Senate adopted the resolution linked below:

[Resolution for the Improvement of Bus Transportation at RU New Brunswick](#)

This document is transmitted to you by the University Senate in its advisory capacity. Please contact me any time if you need additional information.

Thank you!

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Taryn Cooper, M.A.
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