

TRANSPORTATION MANUAL

"Getting the
Customer There..."

Transportation Services
Lehigh University
126 Goodman Drive
Bethlehem, PA 18015-3716

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INTRODUCTION

The purpose of this manual is to provide a handy reference whenever you need to use the services provided by Transportation Services or have a policy question regarding the use or operation of University vehicles. By becoming familiar with the information within this manual, you will be able to make car, van, truck, and bus reservations with ease. You will also have a better understanding of the University's transportation system and the policies governing the use of University vehicles; and if the University-owned motor vehicle you're driving encounters mechanical difficulties, you will know exactly what to do.

Transportation Services provides you with one-stop shopping for all of your motor vehicle needs. Our vehicles, as well as those of our vendors, are safe and reliable. We maintain current certificates of insurance on all of our charter bus vendors and inspect their facilities and equipment prior to authorizing them to provide services to the University community. Whether you require a car for one day, a refrigerated truck for a special occasion, or a bus for a multiple day trip, please call us. If we can not provide the service you require with university equipment and drivers, we will attempt to obtain it for you from a reliable outside vendor at a reasonable cost!

Although we have attempted to cover most situations, circumstances may occur which require good judgment on the part of the vehicle operator. If you find yourself in a situation not described in this manual or if you have any questions, please call the Transportation Services office.

In order for us to adequately assess your needs and provide you with the best possible service, we would like to know about any questions you may have or problems you have encountered. We appreciate your input and welcome your comments and suggestions.

IMPORTANT TELEPHONE NUMBERS

Transportation Services	(610) 758-4410	Toll Free: 1-888-758-4410
Office Hours:	8:00 A.M. to 5:00 P.M.	Monday through Friday
Fax	(610) 758-5500	
Bus Information Line	(610) 758-1700	24 Hours a day
Campus Police	(610) 758-4200	24 Hours a day

SERVICES AVAILABLE

BUS SERVICES -- GENERAL INFORMATION

Transportation Services operates several bus services on and around the Lehigh University campus. In order to help you identify which bus service you may wish to use, a brief description of each service is provided.

BUS SERVICE INFORMATION LINE -- (610)758-1700

To provide accurate information to passengers, a recorded message with the latest operating information is available 24 hours a day. Brief periods of interruptions may not be listed on this system, unless they are known in advance. During weather emergencies, it may take some time before this system can be updated; however, we make every attempt to keep the message timely, accurate, and informative.

For the latest bus service information, please call the Bus Service Information line at (610)758-1700, 24 hours a day!

SCHEDULES

Bus schedules are available at the main desk of both libraries, the main desk in the University Center, Iacocca Hall, the Alumni Memorial Building, the Parking Services office and on the bus service vehicles. Please note that, although we make every effort to follow the published schedules and routes, factors beyond our control, such as weather conditions, may cause delays and/or route changes. When known in advance, changes to the dates, hours or routes of operation will be posted in the vehicles and distributed to the Lehigh community if time permits. We also make regular use of the "Daily News" facilities of the campus web site. The electronic message signs will also carry the latest information related to schedule & route changes whenever possible.

SHELTERED BUS STOPS

There are three sheltered bus stops, one along Packer Avenue in front of the Fairchild-Martindale Library and Computing Center, one at Drown Hall, and a third at the Saucon Village Apartments.

The bus stop at Iacocca Hall on the Mountaintop Campus gives some protection from the weather.

Please refer to the bus schedules for other bus stop locations or to determine which service(s) each stop serves.

All bus service departures are made according to the time displayed on the electronic message systems.

BUS SERVICES

ATHLETIC & CONVOCATION CENTER (A.C.C.) BUS SERVICE

The A.C.C. Bus Service provides transportation for students to and from the Asa Packer and Goodman campuses. This service operates only for special events (i.e. basketball games, wrestling meets, concerts) which are held at the Stabler Athletic and Convocation Center.

The A.C.C. Bus Service departs the Packer Avenue bus stop 45 minutes before and 15 minutes before the scheduled start of an event. Return trips are made at the conclusion of the event.

ATHLETICS BUS SERVICE

The Athletic Bus Service operates during the academic year. Its purpose is to provide transportation for in-season athletic teams to and from Taylor Gym and the athletic fields which are located on the Goodman campus. This is not a general use service, as seating is limited and assigned by the Athletic Department.

Please contact the Athletic Department for dates and times of operation.

ESCORT BUS SERVICE

The Escort Bus Service, sometimes referred to as the T.R.A.C.S. (Take a Ride Around Campus Safely) Bus Service, provides transportation between University buildings and student residences. Although designed primarily for students, the service is available to the entire University community.

During the academic year, two vans operate from 10:00 P.M. to 2:00 A.M., Sunday through Wednesday, and 10:00 P.M. – 3:00 A.M., Thursday through Saturday, and follow a scheduled route in and around the Asa Packer campus.

This service provides a safe alternative for students who may want to visit the library, study areas, or another student and who might otherwise have to walk alone during the late evening or early morning hours. Please refer to the T.R.A.C.S. Bus Service Schedule of Operations for departure times, dates of operation and route.

MOUNTAINTOP BUS SERVICE (BLUE ROUTE)

The Mountaintop Bus Service is primarily intended to provide transportation to and from the Asa Packer and Mountaintop campuses, with various stops in between. This service operates Monday through Friday, year round, with the exception of holidays.

The Mountaintop Bus Service departs the Asa Packer and Mountaintop Campuses every 10 minutes from 7:30 A.M. until 7:00 P.M. and every 20 minutes from 7:00 P.M. until 10:00 P.M. during the academic year. During the summer, and during times when classes are not in session, it departs every 20 minutes from 7:30 A.M. until 5:00 P.M.

Please refer to the Mountaintop Bus Service Schedule of Operations, for departure times, and to the Lehigh Web for dates of operation.

SAUCON VILLAGE BUS SERVICE (GREEN ROUTE)

The Saucon Village Bus Service is primarily intended to serve the residents of Saucon Village. This service operates to and from the Saucon Village apartments (located on the Murray H. Goodman campus in Saucon Valley) and the Asa Packer campus, with various stops in between.

Residents of Saucon Village receive seating priority; however, students, faculty, and staff may use this service as space allows.

Please refer to the Saucon Village Bus Service Schedule of Operations for departure times and dates of operation.

VEHICLE RENTALS

Transportation Services maintains a "pool" of vehicles which are available to the University community at reasonable rates. The types of vehicles available "in-house" are as follows:

1. 15 passenger vans
2. 7 passenger mini-vans
3. Mid-size sedans
4. 44 and 48 passenger buses (school bus type)
5. 25 passenger minibuses

Vehicles are reserved on a first-come, first-served basis. In the event that a suitable University vehicle is not available, Transportation Services will attempt to obtain a vehicle from an outside vendor. The vendor will be selected based upon vehicle availability, cost, proper insurance coverage, and convenience to the user. Certain additional requirements, such as the driver being at least 21, or possibly even 25, years of age may apply when using an outside vehicle.

Academic requests originate from a faculty member or authorized staff member in support of class field trips and/or other academic/research oriented purposes. Athletic use originates from a coach and is approved by the Athletic Director or an Associate Athletic Director. Administrative requests come from faculty or authorized staff member and are approved by an account executive, in support of various administrative activities. Lehigh students are allowed access to vehicles for various student life-related purposes.

Vehicles may be used for University business purposes only. The use of University vehicles or the use of Transportation Services personnel to obtain a vehicle from an outside vendor for personal use is not permitted.

DRIVER SERVICES

In addition to renting a vehicle, you may also want to consider hiring a driver. The drivers who provide this service are members of the staff of Lehigh University.

The provision of drivers, or specific drivers, depends upon availability.

Many of our drivers are familiar with some of the larger cities in the area.

There is a fee for this service. Please call Transportation Services for further information.

Please note: A driver is provided with the rental of a bus.

GARAGE SERVICES

The garage at Transportation Services monitors and maintains the University's fleet of over 140 vehicles. If you drive a University owned motor vehicle, it is important that you follow the guidelines, which have been established for reporting mechanical difficulties and accidents.

VEHICLE BREAKDOWNS

During Normal Working Hours...Please call (610) 758-5540

After Normal Working Hours...Please contact your supervisor. Supervision has the responsibility of deciding whether the vehicle must be repaired prior to the next mechanic shift.

Your supervisor may contact the mechanic-on-call through the Campus Police at (610)758-4200. A complete description of the problem will assist the mechanic in determining the best manner in which to proceed.

To be eligible to receive "after-hours" repair services, a prior arrangement between your Department Head and the Director of Transportation Services should be in place.

Only the Transportation Services on-duty supervisor may authorize repairs to University vehicles.

Users of rental vehicles should refer to the instructions on the Vehicle Custody Form, or the Rental Information Sheet.

REPORTING VEHICLE MECHANICAL DIFFICULTIES

If you should encounter any mechanical problems or if you notice that something is broken or not working properly on the vehicle you are driving, please fill out a Vehicle Maintenance Request. Even if the problem seems minor to you, please report it to us promptly.

The usual driver of a vehicle is most often the best source of information on the operating condition of his/her vehicle. We rely on your observations to help us prevent minor problems from becoming major ones. We also need accurate, complete, and timely information on needed repairs to assist us in effectively scheduling the garage and the mechanic's time.

The completed Vehicle Maintenance Request should be mailed or faxed to the Transportation Services office (610)758-5500.

PROCEDURES

VEHICLE RESERVATION PROCEDURE

The University community is encouraged to make vehicle reservations as far in advance as possible. This is particularly important for reservations requiring the services of a driver.

General Vehicle Rental Information

1. When making a reservation, please have the following information ready:
 - a. Date of reservation
 - b. Pick-up and return times
 - c. Destination
 - d. Departmental account number to charge (not needed for Residence Life and Fraternity or Sorority reservations)

If additional information is required, we'll let you know when you call.

2. Unless otherwise specified, all vehicles must be picked up and returned to Transportation Services, located on the Goodman Campus at 126 Goodman Drive (building #126 on the campus map).
3. When picking up a vehicle, or a Vehicle Custody Form, a valid driver's license in the name of the person signing for the vehicle must be shown. Due to insurance regulations, no exceptions can be made to this requirement. Don't be disappointed! Bring your license with you when you come to pick up your vehicle.

Additionally, valid driver's licenses, or clear photocopies, of all potential drivers must be presented to Transportation Services prior to release of a vehicle.

4. In the case of weekend (Saturday or Sunday) or holiday reservations, unless otherwise specified, the contract must be signed and the keys picked up at Transportation Services between 1:00 P.M. and 4:30 P.M. on Friday (or the business day prior to the holiday).

You may not pick up your vehicle earlier than the date and time noted on the vehicle contract.

Once you are in the vehicle, please make note of the starting mileage and be sure that it either agrees with the mileage recorded on your Vehicle Custody Form or that you note the correct mileage. If the mileage information is missing, please enter it in the space provided.

5. If a Transportation Services staff member is summoned from home to issue a vehicle outside of normal business hours, a charge to cover overtime pay (not less than \$25.00) will be made to the renting group. We can not guarantee that someone will be available to do this at a time convenient to your scheduled departure, so please remember to come during normal business hours.
6. When returning a vehicle please:
 - a. Park the vehicle considerately, being careful not to block any garage doors, or access to any other vehicle.
 - b. Record the ending mileage on Vehicle Custody Form.
 - c. Remove keys, Vehicle Custody Form, and trash. Secure the vehicle completely (lock windows and doors). Turn off all lights, including the interior lights.
 - d. If returning a vehicle after normal working hours, place keys and Vehicle Custody Form in the building through mail slot (located to the right of the small garage door marked "EXIT ONLY").
 - e. The vehicle must be returned by the date and time indicated on the Vehicle Custody Form. If you are unable to return the vehicle on time, please contact Transportation Services immediately (see instructions on how to contact us below).
7. Gasoline purchases may not be made by renters except as outlined below:

Your tank should be full prior to your departure; however, if you need fuel to complete your trip, purchase only enough fuel to allow you to return to our garage (in these cases, the tank should be nearly empty upon your return).

Purchases made for this reason must meet the following guidelines:

- a. The original copy of sales slip should be attached to the fuel transaction record (provided by our office) and returned with the Vehicle Custody Form.
- b. Please check the vehicle fuel gauge to determine the type of fuel. If Unleaded, use regular grade unleaded fuel only.
- c. A University credit card should be used, if possible.
- d. When picking up a vehicle that was previously used and may need fuel, University gasoline card(s) will be issued at the time of key pick-up which will allow you to put fuel in your vehicle at the University's pumps prior to departure.

Transportation Services may disallow credit for fuel purchase(s) which do not meet these criteria.

8. If the vehicle you are operating experiences difficulties or breaks down you need to contact the Transportation Services office for further instructions prior to incurring any expenses. (We may be able to expedite any necessary repairs and will assist in making alternate transportation arrangements for you or your group if necessary).

Only the Transportation Services on-duty supervisor may authorize repairs on the road. Renters may not authorize any repairs, or purchase any parts/supplies without first contacting Transportation Services (see instructions on how to contact us below).

9. If you should encounter any mechanical problems or if you notice that something is broken on the vehicle you rented, please make a notation on your copy of the Vehicle Custody Form. The next user will really appreciate this!

We rely on your observations as they often help us to resolve a minor problem before it becomes a major one.

10. All rental vans and cars are equipped with electronic fuel injection (EFI).

To start a vehicle, either warm or cold, turn the ignition key, wait five (5) seconds for the fuel pump sound to stop, and turn the key to start.

Please note that starting EFI-equipped vehicles in any other manner can cause flooding and failure to start. A service call which is necessitated by failure to follow these starting instructions (as evidenced by flooding, etc.) will be charged to the renter.

11. Please remove any trash that may have accumulated in the vehicle during your trip. The next person to use the vehicle will appreciate this, and you'll save money if you do a complete job by avoiding a cleaning charge.

12. Emergency Telephone -- It is suggested that you not return the vehicle keys or Vehicle Custody Form until you're sure you have a way home. There is a campus emergency phone available for your use located above the drop slot. The Transportation Service office and garage is maintained as a well-lit area and, using common sense safety precautions, you should not experience any difficulties.

13. Contacting Transportation Services -- You can reach us at (610) 758-4410 or at our toll free number 1-888-758-4410. Our office is open weekdays from 8:00 A.M. until 5:00 P.M., including the lunch hour. If you need to reach us before or after normal working hours, or if you can't reach us at the above number, please contact Campus Police at (610)758-4200, and they will contact the on-duty supervisor.

14. The Vehicle Custody Form provides important additional information. Please refer to it and to the Information Sheet, which is issued with all vehicle rentals.

Residence Life Reservations

1. After discussing your needs with your hall director, obtain a Student Transportation Request Form from him/her. Complete this form and obtain the required signatures. If you are unsure what type of vehicle best meets your needs, we will be happy to assist you in making that determination.
2. Please forward the completed Student Transportation Request Form to our office as soon as possible. Your vehicle request will be considered tentative until this form is received and properly completed. Please bear in mind that it is your responsibility to verify that Transportation Services receives the Student Transportation Request Form in a timely manner. Please call to confirm that the form and your reservation have been accepted.
3. All changes, including those made at the last minute, must be approved by the hall director.

Student Club and Group Reservations

1. After determining your needs with your group or club, please contact the Student Accounts Coordinator (located in the Ulrich Student Center, ext. 8-4150) to review your needs and to obtain and complete a Student Transportation Request Form. If you are unsure what type of vehicle best meets your needs, we will be happy to assist you in making that determination.
2. Please forward the completed Student Transportation Request Form to our office as soon as possible. Your vehicle request will be considered tentative until this form is received and properly completed. Please bear in mind that it is your responsibility to verify that Transportation Services receives the Student Transportation Request Form in a timely manner. Please call to confirm that the form and your reservation have been accepted.
3. All changes, including those made at the last minute, must be approved by the Student Accounts Coordinator.

Fraternity and Sorority Reservations

1. After discussing your needs with your fraternity or sorority members, obtain a Student Transportation Request Form from the Fraternity & Sorority Affairs Office. Complete this form and obtain the required signatures. If you are unsure what type of vehicle best meets your needs, we will be happy to assist you in making that determination. Bring the completed forms to the Fraternity & Sorority Affairs Office for approval from a Fraternity & Sorority Affairs staff member.

2. Please forward the completed Student Transportation Request Form to our office as soon as possible. Your vehicle request will be considered tentative until this form is received and properly completed. Please bear in mind that it is your responsibility to verify that Transportation Services receives the Student Transportation Request Form in a timely manner. Please call to confirm that the form and your reservation have been accepted.
3. All changes, including those made at the last minute, must be approved by a Fraternity & Sorority Affairs staff member.

Departmental Reservations

After determining the type of vehicle required, please call Transportation Services at 8-4410 with your request. If you are unsure what type of vehicle best meets your needs, we will be happy to assist you in making that determination.

BUS CANCELLATION POLICY

Rental occurs: Monday through Friday
 Cancellation deadline: 24 hours in advance

Rental occurs: Saturday and Sunday
 Cancellation deadline: preceding Thursday by Noon

Charges: Single day rental.....Minimum charge applies

Multiple day rental.....Minimum charge X number of days

A "NO SHOW" is treated as a late cancellation.

RENTAL VEHICLE CANCELLATION POLICY

Rental occurs: Monday through Thursday
 Cancellation deadline: 24 hours in advance

Rental occurs: Friday, Saturday and Sunday
 Cancellation deadline: preceding Monday by Noon

Charges: Single day rental.....Minimum charge applies

Multiple day rental.....Daily rate X number of days

A "NO SHOW" is treated as a late cancellation.

RENTAL RATES

Rental rates are not included in this manual as they are revised each year. If you have any questions regarding the rental rates, or desire a copy of our current rate listing, please call the Transportation Services office.

CHARGES FOR RENTAL VEHICLES

All charges relating to the rental of a vehicle are made electronically to the user's account through the Banner Finance System . These charges are usually made within one (1) week after the conclusion of a rental. The standard account codes used for vehicle rental charges are as follows:

73910 - car rental
73920 - bus rental
73960 - van rental
73970 - truck rental

In addition to making the charges electronically to your account, you will receive a corresponding invoice. This is not a duplication. If you have any questions regarding your invoice, please call us.

RE-BILLING

There is a \$ 10.00 charge for re-billing an invoice that has already been processed. Please provide accurate 11 digit account information.

POLICIES

TERMS AND DEFINITIONS:

University Vehicle

Any vehicle owned by, rented by, leased by, chartered by or otherwise under the control or custody of Lehigh University. This includes all vehicles supported by funds under the control of Lehigh University as well as personal vehicles while they are being used on university business.

University Funds

Any and all monies and/or funds belonging to or under the control of Lehigh University.

ACCIDENT POLICY

It is of vital importance that everyone who operates a University vehicle, or a personal vehicle on University business, be aware of, understand completely and comply completely with the University's accident policy.

This policy has been developed over many years in cooperation with our insurance carriers. It is constantly reviewed to be in accordance with all applicable law and has been refined to best protect both the University's and the individual's interest.

Failure to follow the University's established accident policy completely may result in repair, administrative and/or other charges being assessed to your department.

An ACCIDENT is defined as follows:

Any time a vehicle strikes or is struck by another vehicle, object or person, regardless of the amount of the damage or the owner of the vehicle/object.

Examples of accidents include, but are not limited to: scraping trees, posts, railings, loading docks, other vehicles, etc..

All accidents must be reported to the local Police Department and Transportation Services as soon as possible. (If you are on Lehigh University property, please contact the Campus Police at 8-4200.)

If you have an accident, you should do the following:

1. Stop at once.
2. Do not move your vehicle unless leaving your vehicle where it is could cause further accidents or injuries.
3. Set out warning devices, if available.
4. Call (or send for) the police. If anyone is injured, ask for an ambulance.
5. Protect your passengers, yourself, your vehicle and your cargo.
6. Contact Transportation Services, or the Lehigh University Campus Police if not during normal business hours, as soon as possible. You may also wish to contact your supervisor.
7. Discuss the specifics of the accident only with the police, your supervisor or a representative of the Transportation Services office.
8. If the police do not respond, give the other driver only:
 - a. Your name, address, driver's license number and state of issuance.
 - b. The name and address of Lehigh University as stated on the vehicle owner's card.
 - c. The name of Lehigh's Insurance carrier as stated on the Insurance Identification card.
 - d. The vehicle license number.and please obtain and record the same information from him/her.
9. DO NOT ADMIT FAULT. DO NOT SAY "I'M SORRY". PLEASE, Relate only the facts!
10. If police are on the scene, obtain the officer's badge number, station address and phone number and the report number.

ALCOHOL POLICY

Lehigh University has a policy on the purchase and consumption of alcoholic beverages which applies to the campus community. University vehicles are covered by Lehigh's Alcohol Policy, a copy of which is available from the Office of Business Services (ext. 8-4763). University vehicles are also covered by all policies and guidelines as stated in the Lehigh University Student Handbook.

As the applicable laws regarding the transportation and use of alcohol differ from state to state, and there are issues regarding the interstate transportation of alcoholic beverages, the alcohol regulations listed below are necessary to insure passenger safety and full compliance with federal, state, and local laws and are in addition to the University's general policies as mentioned above.

1. Alcoholic beverages are not allowed on any vehicle owned by, rented by, leased by, chartered by, in the custody of or under the control of Lehigh University at any time.
2. Vehicle operators (drivers) and passengers are responsible for ensuring that no alcohol is carried onto any vehicle under their control. This includes, but is not limited to, kegs, cases, cans, bottles, coolers, etc..

In the case of Charter trips (when a vehicle driver is provided either by Lehigh University or an outside contractor/vendor):

3. Should the consumption of alcohol become obvious to the driver, the vehicle will be stopped as soon as it is safe to do so, and all alcoholic beverages will need to be removed from the vehicle before the trip is continued. Failure of any passenger(s) to comply, or any additional alcohol use, will cause immediate cancellation of the trip with the driver returning the vehicle and passengers to campus. The renter will be charged for the complete trip.
4. Drivers are required to report all incidents, including attempts to bring alcohol onto any University vehicle by any party, to the Director of Transportation Services, who is required to report same to the Dean of Students Office, Department Head, and/or other appropriate party.
5. Drivers may, using their individual discretion, contact other authorities as the specific situation requires. In this instance, the Director of Transportation Services will also be contacted immediately.

TICKETS/CITATIONS

The use of Lehigh University funds for the payment of tickets received while in control of a University vehicle is specifically prohibited. This includes tickets issued to an individual while operating a University vehicle as well as those issued to the vehicle or the University as a result of parking violations.

Drivers are personally responsible for the prompt payment of any/all such tickets to the issuing authority using personal funds.

Should any request for payment be made of Lehigh University due to the absence of timely payment by the responsible party, Transportation Services will assess the responsible department a fee of not less than \$ 25.00 for each such notice received, per ticket.

PERSONAL USE OF UNIVERSITY VEHICLES

Personal use of University vehicles is not allowed.

AUTHORIZATION TO OPERATE UNIVERSITY VEHICLES

Any faculty or staff member or any student possessing a valid driver's license may operate a University vehicle provided that person is at least eighteen (18) years of age and has received prior authorization from Transportation Services. Please contact Transportation Services for further information.

PURCHASES OF VEHICLES

In addition to the standard purchasing procedures, all purchases of vehicles need the approval of the Director of Transportation Services.

If the purchase is adding a vehicle (as opposed to replacing an existing one), approval of the Vice-President of the stem, the Associate Vice-President for Resource Management, and the Vice-President for Finance and Administration are also required.

RENTAL OF VEHICLES

All vehicle rentals paid for with University funds should be made through the Transportation Services office with the exception of those associated with air travel and which originate outside of the local area. The University's authorized Travel Agency (Rosenbluth @ Lehigh, ext. 8-4800) will make arrangements for such vehicle rentals.

LEASE OF VEHICLES

All vehicle leasing paid for with University funds must be arranged through the Transportation Services office.

The information contained in this document was accurate at the time of publication. Lehigh University reserves the right to modify its policies and procedures to accommodate current circumstances. In such cases, documents received from the Transportation Services office will contain the latest information, which supersedes the information contained herein.