

# SERVICE COMMITMENT

## Document Control

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**Document Title:** Ancillary Fund 200 – Transportation, Mailing, and TUUS Service Commitment

**Period of Agreement:** May 1, 2026, to April 30, 2027

**Department/Unit:** Transportation, Mailing, and TUUS

## Service Commitment Overview

Reporting to the Vice-President Finance and Administration (VPFA), Ancillary Services Fund 200 service units support the York University community by providing operational services that enable campus activity and day-to-day university operations. These services focus on reliability, accessibility, and responsive support to Faculties, divisions, departments, and student organizations.

The key service areas are:

- Temporary Use of University Space (TUUS)
- Mailing Services
- Transportation Services

These units support the coordination of campus space bookings and events, centralized mail distribution and courier services, and transportation support for the communities across all campuses.

## Scope of Service

The Office of Temporary Use of University Space (TUUS) works collaboratively with various Faculty, College and department offices across the University and is responsible for the consistent implementation of, and compliance with, the University's Temporary Use of University Space policy and procedure. This includes the assessment and screening of applications for internally sponsored events regarding, eligibility, service requirements, mitigation of risks to the University, and cost recovery, where applicable.

Mailing Services provides an essential parcel collection and distribution services for all three university campuses – Keele, Glendon and Markham. It is a hub for incoming parcels from Canada Post and all couriers. Letters and Packages are sorted and distributed through inter-office mail.

The university's transportation department fosters campus connectivity, accessibility, and sustainability, with a wide array of transit solutions that support the daily needs of students, faculty, and staff. Staffed by a team of full-time and part-time bus drivers, the department operates two core weekday shuttle services and oversees a third-party shuttle service to Markham Campus to ensure that the service is consistent to all the internal shuttles being operated.

## Service Offerings and Descriptions

| Service Area                             | Service Description                                                                                                       | Service Offering                                                                                                            |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Temporary Use of University Space (TUUS) | TUUS coordinates the booking and use of university spaces for student, academic, administrative, and external events, en- | <ul style="list-style-type: none"><li>• Space booking coordination</li><li>• Event space approvals and scheduling</li></ul> |

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|                         | <p>ensuring alignment with university policies and operational requirements.</p>                                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>• Guidance on space usage policies</li> <li>• Coordination with campus partners</li> </ul>                                                                                                                                          |
| Mailing Services        | <p>Mailing Services provides centralized mail distribution, shipping coordination, and courier support for the university community.</p>                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>• Incoming mail sorting and distribution</li> <li>• Outgoing mail processing</li> <li>• Courier coordination</li> <li>• Departmental shipping support</li> </ul>                                                                    |
| Transportation Services | <p>Transportation Services supports the movement of members of the university community through coordinated vehicle services and campus shuttle operations. Transportation between Keele and Glendon campuses is delivered internally, while the intercampus shuttle service between Keele and Markham campuses is operated by a third-party provider under university contract.</p> | <ul style="list-style-type: none"> <li>• Passenger transportation services (Keele-Glendon)</li> <li>• Intercampus shuttle service coordination (Keele-Markham)</li> <li>• Vehicle scheduling and coordination</li> <li>• Third-party shuttle contract oversight</li> </ul> |

### Additional Metrics Specific to Each Division/Unit (optional)

\*In development will be refined. Metrics are preliminary and intended as an early planning framework.

- Number of TUUS bookings processed annually.
- Mail volume processed (incoming and outgoing)
- Number of transportation trips and shuttle service usage levels

### General Contact Information

To reach TUUS, click [here](#).

To reach Mailing, click [here](#).

To reach Transportation, click [here](#).

### Service Commitment Review and Renewal

The service commitment for Ancillary Services Fund 200 will be reviewed annually and ensure it is in alignment with the University budget approval. Using KPI such as service volumes, response times, utilization rates, and client satisfaction. Ensure services remain satisfied levels and aligned with institutional priorities.