

RAINBOW SHUTTLE ID CARD OPERATING PROCEDURES

- I. Who Can Apply for a Rainbow ID Shuttle Card**
 - A. Anyone that does not have a valid UH ID Number
 - B. Exceptions can be made by Commuter Services Staff
 - C. Once approved further assistance may be required
- II. How To Apply for a Rainbow ID Shuttle Card**
 - A. To obtain a Rainbow ID Shuttle Card please complete registration with the Commuter Services
 - i. Applying online:
 - <https://uhmcampusservices.wufoo.com/forms/pxmoz7s01gw6in/>
 - ii. Applying in Person:
 - Shuttle users may go to the Commuter Services Office located at 2600 Campus Road Rm 014
 - Hard copies of the form may be requested at the window upon availability. We encourage all request be done online.
 - iii. Applying in Person
 - Customer can go down to Commuter Services office located at QLC ground floor room 014
 - Forms will be issued to customer to fill out immediately
 - Parking Office worker will collect form, scan and email form over to Special Programs Coordinator
- III. Lost/Stolen or Damaged Rainbow ID Shuttle Card**
 - A. Lost or stolen Rainbow ID Shuttle Card
 - i. If and when a card is lost or stolen contact the Commuter Services office immediately at 956-8899 or parking@hawaii.edu
 - ii. A \$5 fee will be assessed to obtain a new card
 - B. Damaged cards
 - i. If card is damaged bring to the parking office and staff member will evaluate if a \$5 will be assessed or if the fee is waived for normal wear and tear
- IV. Contacts**
 - A. In case of an emergency or immediate attention please call the Department of Public Services **(808)956-6911** or **911**
 - B. For all other Bike Cage inquiries please call Commuter Services at **(808)956-8899**