



TO: Vincent Boudreau, President of City College of New York

FROM: Nicholas Christopher Durgadeen, Undergraduate Civil Engineer

SUBJECT: Undependable CCNY Shuttle Buses

DATE: February 9th, 2020

Purpose

I want to inform you of the problems with the CCNY Shuttle Buses and offer reasonable solutions.

Summary

According to the City College of New York website, “shuttle bus services run in a continuous loop between two subway stations – 145th & St. Nicholas Ave and 125th & St. Nicholas Ave”. For student commuter’s convenience, CCNY has also partnered with “NextBus”, a new information system to track and report current positions and arrival prediction of City College shuttle buses. However, as fantastic and assuring this may sound, it has gone to show NextBus is impractical and inaccurate.

Discussion

The City College of New York is known to be a commuter school. The university is continuing to develop a well-rounded student demographic, representing intellects from around the globe. We have a reputation to provide safe and efficient transportation for students.

The first safety concern is the inadequate shuttle bus services later in the evening. CCNY offers a plethora of class times throughout the day, offering a flexible schedule for students who may have other personal matters during the semester. Therefore, having the shuttle buses will get students to campus more efficiently. However, like public transportation, the CCNY shuttle buses run more frequently around “rush-hour” times and less frequently otherwise. This issue can cause students to wait for long periods of time for the next available bus.

Another concern about the CCNY Shuttle Buses are the maintenance of the buses. Throughout the semester, it is very frequent to see mechanics working on the shuttle buses, out in the open in front of the NAC building. Not only is this not professional, it is also not safe. Students are exposed to large engines that could backfire due to its unpredictable performance. It is very necessary that CCNY provide a secure location for proper evaluations of its vehicles.

Lastly, the most obvious result of the dysfunctional shuttle service is wasting time. The NextBus program, that CCNY claims to have a partnership with, does not provide proper information. The app only shows students a map of the route all shuttle buses take which is evidently useless since we already know where the bus is going. If the app were to provide more useful information, then students would have an idea of if waiting for the next bus is worth it. I stress on this particular concern because students shouldn't have to wait for a shuttle bus for an extraordinary time, which could make them tardy for class further effecting their attendance grade.

Recommendation

To address the first safety concern, I recommend increasing the number of loops the shuttle buses make throughout the day, especially the evening. If buses ran at the same times evening classes finish or every half-hour, students would have convenient transportation to either train stations. They wouldn't have to worry about walking in the dark or harsh weather, if any.

For the maintenances of the shuttle buses, I recommend City College use an alternative place for specialists to repair any issues. If it is more convenient to repair the buses at their bus stops, I recommend that mechanics have weekly reports done on all their buses. This would remove any un-expected problems that would need immediate attention and decrease the wait-time for students who would like to use the shuttle buses.

Lastly, for the "NextBus" app, I recommend CCNY get in touch with their superiors and have updates done on their app. I advise that 'live-time' tracking be added to the app in addition to anticipated shuttle bus arrivals. If trackers are put on shuttle buses, students could take advantage of the app and know when the next shuttle bus will arrive at their bus stop. Furthermore, if future shuttle bus arrival and departure times are integrated in the app, students can plan out what to do with all the extra time they'll have before the next bus leaves or arrives to campus.

If you have any questions, concerns, or would like to respond to this memo, please don't hesitate to contact me at (123)-456-7891 or ndurgad000@citymail.cuny.edu.

Best,

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