

# Evening Shuttle Town Hall Minutes

Wednesday, November 30<sup>th</sup>, 2011

2:30-3:30pm

Main 160

## Introduction – 5 Min (2:35-2:40pm)

- I. Welcome & Introductions (Karen Shea & Caroline Covington)
- II. Mission/goals of the Evening Shuttle (Rufus Davis)
  - a. *MICAs Transportation Services mission is to service the transportation priorities of the greatest number of students as it relates to the overall mission of the college. These Services are provided through a daily Evening Shuttle Service, a weekly Shopping Shuttle, End of Semester Airport Shuttle and Academic and Student Life Field Trips.*
- III. Setting the stage & Ground Rules (Karol Martinez)
  - a. We are not looking to make decisions today; we want to elevate the concerns that are on people's minds.

## What We Know – 10 Min (2:40-2:50pm)

- IV. Wait times, destinations, usage numbers (Suraju Jolaoso, Rufus Davis, & Damien Critchfield)
  - a. Data collected from Residence Halls: 150 entries, about 30% have not been recorded for reasons such as shuttle drivers not calling in, or students waiting out front for shuttle driver or students deciding not to take the shuttle
    - Shortest wait time: 0 minutes (15 students)
    - Longest wait time: Over 20 min (2 occurrences)
  - b. Based on the results pulled from the 2011 Shuttle Survey as of Tuesday, November 29, 2011 we received 190 responses. Out of the 190 responses, students responded to the following question prompt:  
*Wait times (from the request of a shuttle to a student gets picked up):*
    - 42.6% (81) of our students wait 20 minutes or less
    - 40% (76) of our students wait 10 minutes or less
    - 15.8% (30) of our students wait 30 minutes or less
    - 1.6% (3) of our students wait more than 40minutes
    - 0% (0) of our students wait 40 minutes or less

## Moderated Discussion – 35 Min (2:50-3:25pm)

- I. Taxi service vs. Bus service
  - a. Pro: shorter wait times, Con: having to walk further
    - Safety concern of walking home from shuttle stop
    - Bus system would be an inconvenience with carrying materials
  - b. Compromise option: Having a bus system, but one door to door shuttle

The taxi system would break efficiency if it were used to get on campus

II. Communication from students to drivers

- a. Drivers rely on memory to know where they need to go, sometimes students are forgotten
  - Considerations on getting rid of the dispatch system
- b. Is there a way for students to know how long it will take for shuttle to get to them?
  - It's hard to say how long shuttle will take due to traffic when picking up and dropping off students
  - Suggestion: Texting system that will respond with wait time, give shuttle driver a queue, or can cancel shuttle pick up
  - Letting students know they have the ability of canceling the shuttle

III. Where should the evening shuttles be going?

- a. On Campus and *Penn Station* at night- Penn station being a good stop for the weekends or holidays
- b. *Hampden, Reservoir Hill, Charles Village*
  - Priority for students to be picked up at a bad location
- c. *MICA place*- Students are on the bus waiting to go to MICA place and other students get on the shuttle – students going to mica place end up waiting longer
  - Living at MICA place is very isolating
  - MICA Place students were told that they would be included in the Shuttle route
  - \*\*Having a conversation with students from MICA Place
  - \*\*How can we have better communication with students to let them know where the shuttle goes?

IV. How do we better collect evening shuttle feedback?

- a. Having the MICA shuttle map layover with Hopkins shuttle, and circulator route
- b. Comment cards on the shuttle
- c. Comment box on the front desk/ desk assistant encouraging students to take the shuttle
- d. Text a concern/Email a concern
- e. Data collection from studio center

V. What else do we need to discuss?

- a. When is the shuttle NOT busy? Do we need to not expand but do we need to contract on some areas?
  - i. It is not possible to in a real world situation to say when the shuttle is busy
  - ii. Students use the shuttle for what is not condoned- drinking or drugs
  - iii. Humans vs. Zombies players were denied access to shuttle, an instance like this needs to be reported immediately
  - iv. Shuttle drivers look at time and safety, safety goes over time

**Closing – 5 Min (3:25-3:30pm)**

VI. Closing remarks & Next Steps (Karen Shea & Caroline Covington)

a. Timeline

- i. 12/5/11 - Minutes from this Shuttle Town Hall will be posted
- ii. 12/16/11 – MICA Transportation Survey closes
- iii. 1/13/11 – Operations response to Transportation Survey will be posted
- iv. 3/1/11 – Any changes to be made for the following year will be posted

b. Information Dissemination

- i. All postings can be found on the MICA Transportation Website:  
[www.mica.edu/transportation](http://www.mica.edu/transportation)
- ii. Questions? Email [transportation@mica.edu](mailto:transportation@mica.edu)

\*\*Students should have the ability to response to the plan from between January and March