

STAC Meeting: 1/22/2018

2:00 PM

Nel: Triton Rides is currently servicing 250 rides per night, fleet mixed with vans and Nissan Leafs that are on a 3-year lease. Using app called Tap Rides but pursuing other options with Lyft due to problems with the app. App is contributing to some routing issues/wait time issues. Growing faster than expected, service originally supplemented during times that bus routes weren't running. Seeing a rise in crime in near-campus at night, not as much aggressive crime but concerns that students should be able to avoid by getting a ride home when it's dark

Josh: Anecdotal feedback from a committee member about increasing wait times for rides

Nel: fleet of vans (9 passenger) at other campuses enable better wait times, increased number of campuses utilizing Tap Rides is causing crashes and app issues, app also doesn't account for road closures due to hazards or construction, app does not give consistent or correct ride times. Feature called auto-assign can also pick a new customer location without consideration of how far the driver is. One customer called in with frustration of lengthy meeting time and gave a feedback email that was helpful to bring to the service provider, but there is only so much they can do on their end due to campus construction/road closures/some walking pathways showing up on their map service as drivable roads.

Kelly: timeline for new service?

Nel: We are already shopping around. CSO's are already frustrated as well as students, currently doing the best to improve existing service but will take student concerns into consideration during this process.

Josh: We were sharing software at one point and were using Dispatcher. Have you ever tried that?

Nel: We haven't, unclear about whether it would have everything that we would need.

Josh: it would be good to connect and possibly shop together for one solution rather than renewing two separate ones.

GSA: Does the service run to grad housing?

NEI: that is one of our most popular routes. Sometimes a vanpool is assigned to various people that are not near each other and cannot create a route that efficiently services all their pickups and drop-offs. Sometimes this causes lengthy delays

Cyral: my last experience was not pleasant, it was raining hard and estimated time showed as 90 mins but ended up being 45 min wait. I was in the car for 35 mins before being dropped off at my apartment near campus, had to wait for multiple others to be dropped off/picked up

Nel: would it have been faster if you had been dropped off before others were picked up?

Cyral: yes, it wasn't very far away but others were picked up in out-of-the-way locations first

Nel: That's good to know. We have also been trying to connect ride requesters' info with the CSO driver more efficiently also so that the wait time for collecting PID's is lowered. Right now we are wheeling-and-dealing to run as best we can but will need a change that addresses the increased requests. Have been requesting vehicles for the last 3 years and are looking to potentially utilize Fleet Vehicles as well to address the additional ridership.

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Contact info also on CSO Webpage

Nel: part of my vision is mentorship for students that work on our student team, vast majority of students don't realize how much care there is for folks that run these services. We try to make a lasting impact on students through their experience here, so if any members want to come in and see how we operate, do a ride-along, or use the service let me know.

Erica GSA: Went to Gilman two times in the first two weeks and noticed fifth floor is completely empty, and many carpool spots were vacant. Can we consider repurposing some of those to the same type of carpool spots in Osler?

Curt: We moved some of those spots from nearby lots to inside Hopkins and have noticed they are not utilized as much as they used to be. Using this as a transition period while folks acknowledge the change in location, but can look at the usage and consider changing those quantities. They fill by noon, typically.

Kelly: Osler has increased in popularity and fills faster now.

Commuter appreciation week is happening with morning coffee and snacks, and evening rush-hour movie/dinner/yoga event series to give folks things to do while waiting for traffic to die down.

A lot of comments from students regarding transportation were coming in via social media. Had a conversation with a student about Osler carpool spots being filled with persons sitting in their car waiting until 9am. Also an issue of pedestrian safety because vehicles are speeding down Osler.

Josh: Raised surface speed reducers are being added to every turn radius in campus structures to reduce speed and eliminate ability for vehicles to cut corners which should help with this

Kelly: Want to briefly touch upon superloop expansion, trying to get a launch event off the ground but having difficulty with that. Will do some flyering and attend student meetings to get the word out. Funding for promotional items is difficult so far but still working on exploring possible funding sources

Josh: we might be able to bring some resources to help with promotions

Kelly: are shuttle drivers looking to do something special for the final Arriba shuttle ride?

Josh: there may be something in the works, will connect them with you

Patty: any updates on status of Bird motor scooters?

Josh: not yet, the vendors understand that they are not allowed to formally operate on campus but have allowed them to come onto campus to retrieve them if they are left here. Still looking into limiting areas of usage and speed capacity for specific parts of campus but running into legal issues regarding definition of sidewalks and what can legally be operated there. Need input from students who are interested in this issue to help solve this. Micro-mobility workshop info was sent out via a campus-wide email but we can redistribute it to this group.

The next big update is scheduled for this weekend - there will be a realignment of traffic lanes on via la jolla, they are so wide that we'll be able to create an on-street bus stop to alleviate traffic wait times at VA stop. We have shared long-term goal with VA of creating southbound stops and there currently isn't a cost-effective way to create a bus stop at that location. 5-10 year project, not a right-now topic.

Virtual town hall at the end of the calendar year addressing changes to campus connector and various other shuttle routes, those changes will be proceeding after Gilman bridge opens. This should happen February 8th. Shuttle route changes go into effect the 18th.

East Campus Connector which goes to town center and Chancellor's park will no longer be going there to enable a 10-minute circulator route in east campus. Staircase from Mesa housing will now lead to much more bus service mid-day which is when Hillcrest shuttle is usually utilized.

Shuttle service now going to service the \$3/day parking lot near Regents.

Curt: 150 new bikes coming in to update the Spin fleet. Bent baskets will continue to be an issue because the bikes tend to fall over in the wind.

Those who are helping us review last commuter services survey are trying to reduce length of questionnaire, this goes out to 60,000 people and hoping to get 10,000 responses.

Kelly: will there be cool pie charts from this?

Curt: Yes, and bar graphs. The great thing is that once we get results from this year we have the results from two years ago to compare this to.

Cyral: Who should the Google survey tool be given out to?

Kelly: Meant to be used by the college reps to collect data from their college constituents

Muir: student had concern about not being able to check shuttle arrival times because the app was saying they were out of range of campus. Unclear whether it's an issue with live updates or real-time arrivals

Josh: static timetables are listed online if the app isn't giving live updates. They aren't exact, but they are close.

Revelle: issue with overnight parking and vehicles being stored

Josh: Practicality and safety consideration for people being able to park near their res halls for things like carrying in groceries. Looking at options for long-term car storage permits which carries some safety concerns but is worth looking into

Revelle: can priority be given for annual S permit sales to commuter students?

Josh: no limit on S permit sales, but annual permits are limited and then people are charged quarterly

Nel: Gliderport usage?

Josh: some students park there, cars cannot be left overnight

Nel: Torrey Pines State Beach parking was explored and then you could take bus to campus. But this is lengthy. Can't bring buses down Torrey Pines scenic but wondering if smaller shuttles could be used to carry students to this unused space such as a van that could increase efficiency of people parking this far away

Cyral: stop where West campus connector drops and picks up near glider port, could that be used?

Josh: The cost in performance to add service would reduce usefulness of the two routes that serve glider port currently. We tend to have capacity on campus somewhere, just not always where people want it. Concerns about off-campus student parking at Torrey Pines parking lot from safety officials, wildlife officials, fire rescue etc. To preserve neighborly relations with these groups we have not promoted this area as a good option for students, although it is everyone's

right to use the area. We just don't want to create a misunderstanding with these neighboring groups by promoting use of the lots.

Marshall Rep: Who would be the best person to forward questions about parking to?

Josh: Me

Cyral: hosting an event in Revelle in the next couple weeks, looking for help sourcing a flyer/pamphlet/powerpoint about how the campus shuttle system works because the event is focused toward commuter students

Curt: Let me know how many students you plan to have there, I have a powerpoint and some materials I'd be glad to provide

Kelly: thank you to everyone that connected with their constituents to collect feedback

Josh: can we collect specific ideas from STAC about the opening celebration for Gilman bridge grand opening?

Kelly: Does anyone want to explore that? If so, send any specific ideas my way.