

Senate Resolution For the Improvement of Bus Transportation at RU New Brunswick

Whereas; Thousands of Rutgers New Brunswick students as well as some faculty and staff rely on the bus service to get to and from classes as well as to their places of residence

Whereas; There have been chronic problems with the buses for years including:

- Overcrowding
- Inconsistent arrivals/departures
- Unpredictable driver breaks
- Inadequate responses to fill in for drivers on breaks
- Inconvenient bus stop placement
- Inadequate signage on buses
- Inadequate lighting, seating and covering at some bus stops, students feeling unsafe
- Inadequate bus allocation
- App to update students on bus arrivals is not effective
- Rider safety, including sexual assaults and other forms of violence and a lack of focus on prevention through monitoring, intervention and bus driver training
- Buses and stops are not fully ADA compliant, and

Whereas; these problems have led to:

- Students being late to class
- Students being late for exams
- Students being late for club meetings
- Students being late for on-campus jobs
- Students being late for social events
- Student athletes being late for practices
- Students being placed in unsafe situations and experiencing harm
- Students being placed into physically intimidating situations including, but not limited to cases of sexual harassment, improper touching, and verbal abuse
- Disabled students either unable to ride the bus or struggling to ride in safety, and

Whereas; The administration's switch to a new contractor provides a major opportunity to address these issues but improvements are not guaranteed. Now therefore be it:

Resolved, that the University Senate Supports OverRide's Agenda for Improvement and urges the Administration to:

A-Ensure Transparency and Oversight by:

1. Sharing full contract language with OverRide and relevant Student Affairs Committees; and

2. Implementing a six-month intensive monitoring period of Academy's performance with clear deadlines for problem resolution.
3. Acknowledging that the current route system is insufficient and committing to a specific process where Academy is required to work with OverRide to develop student-centered solutions

B-Require Academy to Address Operational Inconsistency and Overcrowding by:

1. Adding additional buses to the Weekend Route and LX line improving the EE and any other necessary routes
2. Dispersing driver break times, ensure that notification is clearly displayed on the bus and that drivers communicate break durations directly to passengers
3. Ensure that new drivers are dispatched to take the place of drivers on break
4. Supporting the student-developed "xRadar" app as the primary route-tracking interface by providing resources for its full development and implementation, allowing public access to route times, breaks, as well as bus capacity.
5. Establishing a hotline and dispatch system so that problems can be reported and addressed in real time including dispatching a new bus in the event of a bus breakdown

C-Require Academy to Address Rider Safety and Ensure all Buses and Stops are fully ADA compliant:

1. Preventing incidents of sexual assault and violence on the busses before they occur by installing and monitoring bus cameras during all hours of operation
2. Training bus drivers to respond to incidents in real-time: When an assault is reported by the victim to have taken place, the driver is immediately notified, notifies RUPD to meet them at the next bus stop to address the situation
3. Ensuring all stops have adequate lighting, seating, and covering
4. Ensuring all stops have cameras
5. Posting signage on the buses informing students of policies and reporting features
6. Equipping all busses with AEDs (Automated External Defibrillator), mandating AED certification for all bus drivers and providing credits or payment to students to become certified
7. Training drivers to secure mobility devices and assist students who use them in getting on/off the buses
8. Bringing all buses with wheelchair lifts back into service and maintain them so that they stay in service consistently