

Poor Escalator Operation

To: Anthony Capellan, Facilities Administrative Superintendent CCNY

From: Oliver Wolak

Subject: Poor Escalator Service in the NAC

Date: September 9th, 2021

CC: Joenell Cuello, Brandon Paider, Ryan Zhao

The North Academic Center is home to 1,200 classrooms and seven floors that are accessed by stairs, escalators, and elevators which can be found throughout the building. Despite the size of the building and its significance to the CCNY campus, it is a great concern of ours that its escalators are always having technical issues and never fully operational.

The poor operating service of the escalators creates many issues for both faculty and staff mainly due to the increased travel time around the NAC. As a result, students are late to class and the halls are more crowded. Improper escalator service can also be a potential safety issue, especially in the times of a pandemic we want students to spend the least amount of time in places that they don't have to be in. Additionally, poor operation results in crowding before getting on the escalators. The current operating rate of escalator service in the NAC is unacceptable especially since these escalators are always facing issues regardless of the time of year.

In order to combat the frequent failing of escalators we propose that the service department at CCNY perform checkups on a regular basis to help ensure that the escalators at the NAC are operating properly. As well as perform maintenance more frequently to ensure that the escalators are going to be capable of transporting staff and students between floors without any issues. Whether that's hourly checks or regular checks at nighttime, the service department needs to find a way to ensure that the NAC's escalators will be fully operational on a regular basis, unlike they are now.

Despite completely replacing the escalators in the NAC for more reliable ones being a thought, the last thing we would want is the school to waste its money. Especially when an increased amount of service/maintenance would fix the issue for a fraction of the cost. While an increased maintenance effort for the escalators may not be a decision that is the most financially beneficial for the school, it is one that would be appreciated by everyone. Whether it's the student who's tired of walking all day, or the professor who needs to respond to an email, those few seconds spent on that escalator can make all the difference.

We appreciate your time and hope the CCNY service department understands our concern. I would like to discuss this further and help the service department to schedule more frequent escalator maintenance and inspections, please contact me at owolak000@citmail.cuny.edu

Thank you, Oliver Wolak