



**To:** Dr. Vincent Boudreau, President of the City College of New York  
**From:** Abigail L. Ureña, Undergraduate Student at the City College of New York  
**Subject:** Unreliable and Nonfunctional Elevators and Escalators in NAC  
**Date:** February 1, 2020

**Purpose:**

The purpose of this memorandum is to bring your attention to the massive problem with unreliable escalators and elevators located in the NAC building, and to discuss and offer viable solutions to remedy this problem.

**Summary:**

The North Academic Center, more widely known as NAC, is one of the largest buildings on campus, which houses most of the classes. Due to its magnitude and wield, the NAC building accommodates thousands of students and faculty every day. With the large amounts of people located there everyday, it is a hassle to get to class effortlessly and on time. The elevators and escalators are highly unreliable to function properly, and this causes much burden for the students. With the emphasis that City College places on its students to attend class promptly and regularly, the faultless operation of the elevators and escalators in NAC should become a priority, considering that it will greatly affect and benefit all of the people that traverse through NAC daily.

**Discussion:**

The elevators in the NAC building take indeterminable amounts of time to arrive at one's location, so many opt to use the escalators instead, however, the escalators are also inconvenient. The escalators are under repair many times throughout the semester, this causes one to have to walk for long periods of time, and have to use the escalators in the opposite directions which is very inconvenient for the students, and causes accidents and tardiness.

**Recommendations:**

Solving the problem with the elevators and escalators, can become very costly and time consuming. I am offering some tips that will help combat the problem temporarily, while a more less expensive and convenient permanent solution is developed. A suggestion could be to have weekly maintenance of the elevators and escalators at non-peak hours of

the day. This will help improve the escalators and elevators functionality and not cause a disturbance to the large crowds of students attempting to get to class on time. This suggestion will not be very costly, because there already is a maintenance team, their schedules will just have to be rearranged for them to be able to work on the elevators and escalators more frequently and at the non-peak hours. Another suggestion would be to stagger class times in 5 minute intervals, to allow students to move through the building easier and decelerate the deterioration of the elevators and escalators. These suggestions will cost money, however, they are a more cost effective temporary solution to the problem. The proper functionality of the escalators and elevators in the NAC building is crucial to all of the students that use that building daily, and proper action should be taken immediately.

For more suggestions or feedback, feel free to contact me by email at:

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