



Student Association of Binghamton University, Inc.
4400 Vestal Parkway East
UW 203 | Student Association
Binghamton, NY 13902-6000
607-777-7777

DATE: December 5, 2019

SUBJECT: Thanksgiving 2019 ESCAPE Bus Return Service

On behalf of the ESCAPE team as well as our carrier, please allow us to apologize for the delays, confusion, and frustration that took place with the return to Binghamton Tuesday night.

As you are undoubtedly aware, a major winter storm blew through the region from Sunday, December 1st through Monday, December 2nd. In anticipation of this winter storm and in conjunction with the University's cancellation of Monday classes, the ESCAPE bus team initially delayed their scheduled departure from Sunday to Monday. Due to the duration of the storm and the significant hazards it created, our contracted carrier suspended all operations on Monday, prompting the return trip to be rescheduled yet again for the evening of Tuesday, December 3rd. The ESCAPE student management team worked diligently during this period to ensure the return bus service was rescheduled as soon as possible and that our customers were notified of changes as soon as they were confirmed.

Unfortunately, on Tuesday, December 3rd, the return portion of the ESCAPE Bus service was met with delays, confusion, and significant frustration when the buses did not show up for their scheduled pick-ups. As buses were scheduled for staggered pickups throughout the Long Island and NYC area, it took a short while for staff to determine that none of the stops had any bus arrivals. Following this, the ESCAPE team worked quickly to get in touch with our designated representative and report that none of the buses had arrived. Once in contact with our representative, our carrier scrambled to call in and dispatch drivers and buses so that they could correct this error and get students on the road back to Binghamton as quickly as possible. While not ideal, we are glad to say that all stops had been serviced and buses were on the way to campus by 8:30pm Tuesday night. In the few cases wherein the ESCAPE team received reports that students were still waiting for a bus, we worked with our carrier to divert other routes to pick them up so no passenger was knowingly left behind.

Following the safe return of our students Tuesday night, we spent Wednesday working to identify the cause of this incident to ensure our bus service does not experience an issue like this ever again. As a result of our investigation, our contract carrier has accepted complete responsibility for this issue and admitted it was due to a lack of attention to detail by their scheduler when processing the change order. While the ESCAPE team has been informed by the carrier there was nothing differently our people could have done, we would still like to extend our deepest condolences for the confusion, anxiety, and frustration felt by all our passengers and their families. As such, our core mission is to provide safe, reliable, transportation to our students. **As the return trip was anything but reliable, we want to honor our commitment to you by issuing refunds of 75% of your ticket cost.** We will begin processing these refunds immediately and they should be completed within the next 48 hours. All refunds will be issued to the same card used to purchase the original ticket.

We look forward to better serving you on a future ESCAPE trip.

Sincerely,

A handwritten signature in black ink, appearing to read 'Matt Johnson'.

Matthew W. Johnson
Assistant Director, Student Association

On behalf of the ESCAPE Student Management Team