

TO: Campus Facilities Coordinator

FROM: Reggie Howard Pauta Rizzo

DATE: March 10, 2025

SUBJECT: Fix the Escalator Issues

Dear Facilities Coordinator,

I'm reaching out because the main escalator in the East Wing of the Academic Complex has been acting up far too often, and it's causing real headaches for everyone on campus. It's especially bad during those busy mornings (8:00–10:00 AM) and afternoon (3:00–5:00 PM) rushes when the hallways are packed. When the escalator stops working, it creates huge bottlenecks—students are late to class, faculty and staff are frustrated, and the few elevators and staircases we have get way too crowded.

This isn't just annoying; it's a problem for our campus's commitment to being accessible, safe, and welcoming. I'm especially worried about students and staff with mobility challenges who are hit hardest when the escalator is down.

Here are some ideas I've been thinking about to tackle this issue and keep it from happening again:

Ideas to Fix the Problem

Regular Maintenance Checks

Let's get ahead of these breakdowns by setting up a clear schedule for checking and servicing the escalators. If we share this schedule with everyone, it'll help people plan their day and avoid surprises.

Real-Time Alerts

How about adding alerts to the campus app and website to let people know the second the escalator goes out? That way, students and staff can quickly find another route without wasting time.

Check and Maybe Upgrade the System

We should have an expert take a close look at the escalator to see what's going wrong. If it's old or just not reliable anymore, we might need to fix it up big time or replace it with something newer, stronger, and more energy-efficient.

Make Outages Less Painful

When the escalator is down or being worked on, let's make sure elevators are easy to access and add some clear signs to guide people to other routes. This will help keep things moving and reduce the chaos.

What 's Next?

I'd love to sit down with the Facilities team to talk this over and figure out a game plan. I'm also gathering feedback from students through quick surveys and chats to make sure we're hearing from everyone affected. Their input will help show just how big this issue is.

By tackling this head-on, we can make getting around campus easier, cut down on daily frustrations, and show our community that we care about accessibility and their experience here.

Thanks so much for taking the time to read this. I'm looking forward to working together to make things better!

Best regards,

Reggie Howard Pauta Rizzo