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1 **A Resolution-**

2 To be known as "A Resolution to establish a Bobcat Shuttle Real
3 Time Alert Notification System", relating to Texas State
4 University Bobcat Shuttle Systems current notification through
5 university partners and website.

6 **WHEREAS:** The Student Government of Texas State University, on
7 behalf of the student body of Texas State University, would like
8 to address the current lack of real time notifications regarding
9 re-routes, delays, and service interruptions to the Bobcat Shuttle
10 System; and

11 **WHEREAS:** According to the [Texas State University Website](#), Over
12 20,000 Texas State University students ride the Bobcat Shuttles
13 during the academic year. These 20,000 students rely on the Bobcat
14 Shuttle System as their main means of transportation for getting

15 to class and back to their off-campus apartments, parking spots,
16 etc.; and

17 **WHEREAS:** The current method of communicating real time re-routes,
18 delays, and service interruptions is through the University News
19 Service, Shuttle Website, and UPD per the [Texas State University](#)
20 [Website](#), in which none of these methods give real time notification
21 banners to shuttle users. The user would have to notice something
22 is wrong to refer to a website or third-party university partner.

23 **WHEREAS:** On Tuesday, February 27, 2024, at around 9:00 am, there
24 was a significant service interruption at the Quad turnaround stop,
25 resulting in substantial inconvenience and delays for the over
26 20,000 students relying on the shuttle service. The interruption
27 stemmed from emergency vehicles (a Fire truck and an ambulance)
28 responding to an incident at Derrick Hall, which obstructed the
29 shuttle turnaround area on the quad. During this incident, about
30 8-9 shuttles were unable to proceed through the turnaround, causing
31 a backup that halted shuttle operations out of the quad. However,
32 it was nearly 30-45 minutes before the first rerouting attempts
33 were made to redirect all shuttles away from the affected area.
34 This prolonged disruption severely impacted students' ability to
35 travel to, from, and around campus; and

36 **WHEREAS:** Texas State University currently has the TXST mobile
37 Phone App used for many different things to enhance the Texas
38 State University experience. The TXST mobile phone App has an

39 option to track the shuttles from within the app. The TXST
40 Mobile App also sends push notifications to the persons phone
41 with notifications from the university; therefore,

42 **BE IT RESOLVED:** The Student Government of Texas State University
43 recommends the implementation of a real time notification
44 program with in the TXST Mobile App to notify Bobcat Shuttle
45 users in real time of any reroutes, delays, and service
46 interruptions with push notifications or through another system
47 that can do such action to best serve the Student Body of Texas
48 State University; and

49 **BE IT FURTHER RESOLVED:** This legislation be forwarded to the
50 Student Body President for further action.

51 Texas State University - Shuttle Website - Line 12

52 <https://www.shuttle.txst.edu/about/advertising.html#:~:text=We%20provide%20advertising%20on%20most,spring%20and%20fall%20class%20semesters.>

55 Texas State University - Shuttle Website - Line 20&21

56 <https://www.shuttle.txst.edu/about/faq.html>