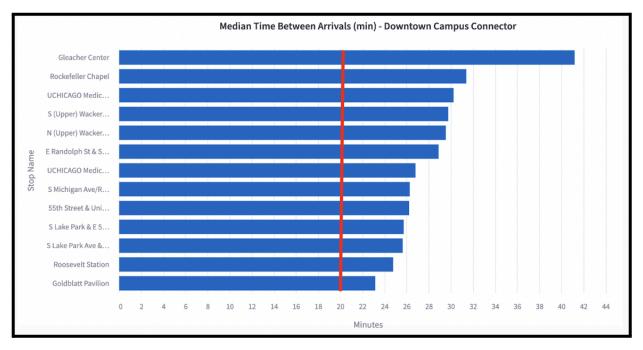


The University of Chicago's UGo shuttle system is integral to our campus but it faces a few big challenges like inconsistent wait times and underutilized routes. The Data Science Clinic was asked to better understand shuttle behavior varying with time-specific and location-specific effects. More precisely, the group used shuttle data to answer key questions related to patterns in rider wait times and service reliability in order to help UChicago Transportation make informed decisions about their shuttles.



The findings fall into two categories: shuttle ridership and the effect of specific night time service. We studied how UChicago's special night service (Ridesmart Via) affected overall shuttle ridership during Via's operational hours. We found that routes were impacted by Via at different levels, with some routes experiencing sustained demand during Via's operational hours while others don't. Analysis of the Downtown Campus Connector (DCC) was also requested. We identified certain stops with wait times longer than expected, such as the DCC Gleacher Center stop where the average time between stops was about twice as expected. Such analysis revealed unreliability in the DCC schedule. Answering questions like these in a deliverable, understandable way was the focus of the work this quarter in the clinic.