



## MEMORANDUM

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Date: October 28, 2014

Project #: 17706

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Cambridge, MA 02139

From: Conor Semler, AICP and Caitlin Doolin

Project: Healthy Aging and Public Transportation

Subject: Summary of Public Outreach and Project Recommendations

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The City of Cambridge Community Development Department (CDD) hired Kittelson & Associates, Inc. to lead a public outreach program to meet with seniors and discuss their experiences with public transportation in Cambridge. This memorandum summarizes the public meeting process, documents comments received, and provides preliminary recommendations to the City.

The City of Cambridge is in the process of creating a Public Transportation Strategic Plan that emphasizes the importance of transit. According to the Plan, its purpose is to:

*...improve system access for all users by emphasizing interconnectivity between transit and other modes (e.g., walking and biking), accessibility for persons with disabilities or mobility impairments. Safety, convenience, human-centered design, good wayfinding, and real-time service information are important elements of a world-class transit system.*

Among the goals of the Plan, it seeks to ensure triple bottom line sustainability, including the **economic vitality, livable communities**, and **natural environment** implications of transit. This report focuses on Goal 5 of the Plan, outlined above, which focuses on Usability, Accessibility, and Safety.

Partnering with the Council on Aging, the Community Development Department conducted a series of community meetings with seniors focusing on “usability, mobility, and accessibility” to transit. The goal of each meeting was to engage seniors in a discussion about their experiences with public transit, including challenges, barriers, and opportunities. Meeting facilitators recorded notes detailing the comments and generated a catalogue of transit and transit access issues for the City’s review and consideration. Following the meetings, the issues were organized into categories and, where possible, projects were identified.

This memorandum summarizes the City’s outreach efforts, preliminary findings, and recommendations.

## COMMUNITY ENGAGEMENT

To reach a diverse and representative proportion of the City's senior population, the project team conducted four public meetings, distributed surveys, and conducted walking audits (through a separate contract). The City's goal was to reach at least 100 Cambridge residents. Through four focus group meetings, the team spoke with approximately 75 residents, and the online survey reached 27 more, exceeding the City's goal.

### Public Meetings

CDD and the Council on Aging (COA) recognized that solely hosting luncheons at the main Senior Center would not reach an appropriate representation of the aging population. Therefore, the project team conducted focus group meetings at places seniors could easily gather. Public meetings were held at four different locations in the City at different times of day throughout the late spring/early summer (illustrated in Figure 1). Lunches/dinners were provided to encourage attendance and participation at the meetings.



**Seniors discuss transportation in Cambridge at the Maud Morgan Arts Center during the second focus group meeting on May 30, 2014**



**Figure 1 Focus Group meeting locations in the City of Cambridge, Massachusetts**

### Meeting Locations and Dates

- |  |                |
|--|----------------|
| 1. Mt. Auburn Hospital (330 Mt. Auburn Street)       | April 29, 2014 |
| 2. Maud Morgan Arts Center (20 Sacramento Street)    | May 30, 2014   |
| 3. Citywide Senior Center (806 Massachusetts Avenue) | June 17, 2014  |
| 4. Miller's River Apartments (15 Lambert Street)     | June 25, 2014  |

To help facilitate these meetings, attendees were given a one-page hand-out to help participants begin thinking about transportation in Cambridge and to provide an opportunity for participants to provide written feedback. An example of the hand-out is provided in *Attachment A*.

### On-Line Survey

To supplement the focus group meetings, the project team distributed an on-line survey. CDD aggressively promoted the survey and invited focus group participants to share the link with friends and family who were not able to attend the meetings in person. Qualitative responses to the surveys (challenges and barriers) were incorporated into the issues and recommendations. *Attachment B* provides details on the quantitative responses.

## BARRIERS AND RECOMMENDATIONS

Through the community engagement process, the project team collected and compiled hundreds of comments and observations. Meeting attendees and survey respondents provided feedback on a wide spectrum of transportation issues, from fixed-route buses to subway to door-to-door services, both

within Cambridge and throughout the Boston region. The focus of this effort is on fixed-route services in Cambridge.

## Public Transit Barriers

At the outset of the project, CDD and COA identified seven key obstacles seniors face in using public transit:

1. Access to a discount Charlie Card
2. Access to updated MBTA schedules and maps
3. Access to real-time arrival information
4. Bus stop amenities, such as seating, shelter, and lighting
5. Knowledge that subway station vertical mobility features (such as elevators and escalators) have drastically improved reliability rates
6. Transit interconnectivity
7. Route-to-stop amenities, such as places to sit and rest mid-way

These challenges and many others were articulated by seniors through the engagement process. The project team organized the comments into six themes:

- **Service** – MBTA service issues, such as schedule and operations, which present mobility obstacles for seniors
- **Administrative** – logistical challenges associated with using transit, specifically related to the Charlie Card
- **Technology** – obstacles related to technology, including communication of schedule changes or arrival information
- **Station Needs** – infrastructure obstacles or barriers related to stations themselves or their environs
- **User Experience** – discomfort or difficulties related to the experience of riding the bus or subway
- **Communication** – barriers associated with obtaining information about routes, schedules, or other questions about transit service

Table 1 provides a summary of the challenges within each theme and associated recommendations. Recommendations in **bold** are highlighted for short-term implementation by the City of Cambridge.

**Table 1 Summary of Challenges and Recommendations**

Theme	Challenges	Recommendations
<b>Service</b>	<p><b>Schedule</b></p> <ul style="list-style-type: none"> <li>• Service has long waits in midday, nights and weekends</li> <li>• Lack of service on weekends</li> </ul> <p><b>Transit interconnectivity</b></p> <ul style="list-style-type: none"> <li>• Long headways</li> <li>• Buses overcrowded and boarding/alighting takes a long time</li> <li>• Key Bus Route Improvement Program eliminated stops</li> <li>• Bus bunching and crowding have increased</li> </ul> <p><b>Transit operations</b></p> <ul style="list-style-type: none"> <li>• Bus bunching</li> <li>• Buses stuck in traffic</li> </ul>	<ol style="list-style-type: none"> <li>1. Simplify boarding process with cash free boarding. Provide ticket kiosks at busy stops.</li> <li>2. Perform an evaluation of the Key Bus Route Improvement Program to evaluate impacts</li> <li>3. Provide transit preferential treatments (dedicated right-of-way, signal priority) where possible, for key bus routes that experience delay due to traffic (1, 69, 86, 91, 96)             <ol style="list-style-type: none"> <li>a. Massachusetts Avenue</li> <li>b. Cambridge Street</li> <li>c. Harvard Square</li> </ol> </li> </ol>
<b>Administrative</b>	<p><b>Access to a discount Charlie Card</b></p> <ul style="list-style-type: none"> <li>• Need more locations to load Charlie Card, especially at bus stations</li> <li>• Monthly pass is too expensive</li> <li>• Pay-by-trip on card is a nuisance to refill</li> <li>• Load or purchase Charlie Card on the website</li> </ul>	<ol style="list-style-type: none"> <li>1. Provide Charlie Card machines in accessible locations (Convenience Stores, Pharmacy, Senior Centers, Libraries, etc.)</li> <li>2. Provide Charlie Card services online</li> <li>3. <b>Obtain senior discount card at Senior Centers</b></li> </ol>
<b>Technology</b>	<p><b>Access to 'real-time' arrival information</b></p> <ul style="list-style-type: none"> <li>• Seniors don't have cell phone for real time information or Next Bus</li> <li>• It is nice to be able to call for T subway schedule – add to bus services</li> <li>• Live information at bus shelters needed</li> </ul> <p><b>Charlie Card technology</b></p> <ul style="list-style-type: none"> <li>• Need better ways to fill Charlie Card</li> <li>• Sign up/register for Charlie Card online</li> </ul>	<ol style="list-style-type: none"> <li>1. <b>Provide real-time tracking information on City website (or link to 3<sup>rd</sup>-party site) in addition to cell phone app</b></li> <li>2. <b>Provide real-time arrival displays</b></li> <li>3. Provide call in number to get schedule and next-bus info</li> <li>4. Provide schedules and maps at bus stops</li> <li>5. Provide phone and online Charlie Card services</li> </ol>
<b>Station Needs</b>	<p><b>Bus stop amenities, such as seating, shelter and lighting</b></p> <ul style="list-style-type: none"> <li>• Lighting is inadequate at several stations – stops feel unsafe</li> <li>• Bus shelters needed at stops (Somerville Avenue, Millers River Apartments, Porter Square)</li> <li>• Bus stops at cultural center removed (Symphony Hall, MIT Museum)</li> <li>• Temperature control of major transit stops is an issue</li> <li>• Sidewalk and intersection pedestrian access             <ul style="list-style-type: none"> <li>○ Concord Avenue sidewalks are not well-maintained</li> <li>○ Crossing Mass Ave near Alewife is difficult and dangerous</li> <li>○ Crossing McGrath Highway is difficult and dangerous</li> <li>○ Tunnel at Lechmere is not safe</li> <li>○ Passengers in wheelchairs cannot disembark after arriving at Lechmere and must ride around to boarding area</li> <li>○ Brick sidewalks are slippery and difficult to walk on with walker (Franklin Street, Kirkland Street, Oxford Street)</li> </ul> </li> <li>• ADA access to bus stop/stations             <ul style="list-style-type: none"> <li>○ Millers River Apartments parking lot off Gore Street does</li> </ul> </li> </ul>	<ol style="list-style-type: none"> <li>1. Provide better temperature control at major stations</li> <li>2. Provide additional lighting at stations</li> <li>3. Add benches to stops where missing</li> <li>4. Provide way finding signs at stations that serve as transfer points</li> <li>5. <b>Provide better pedestrian crossing facilities at Massachusetts Avenue/Alewife Brook Parkway and on McGrath Highway</b></li> <li>6. <b>Update and reconstruct brick sidewalk at Franklin Street (Putnam Ave to Western Ave), Kirkland Street (Oxford St to Trowbridge St) and Oxford Street (Hammond St to Kirkland St)</b></li> <li>7. <b>Provide benches at Harvard Square, St. Peters Church (on Concord Avenue), and Porter Square</b></li> </ol>

	<p>not have curb cut (Somerville line)</p> <ul style="list-style-type: none"> <li>○ Walkways are too narrow and inaccessible at Central Square bus stops</li> <li>○ Gore Street ramps fill with water</li> </ul> <p><b>Vertical mobility features at stations</b></p> <ul style="list-style-type: none"> <li>● Escalators available up on all levels, but not down</li> <li>● Navigating stairs at stations is difficult with shopping bags</li> </ul> <p><b>Route-to-stop amenities, such as places to sit and rest midway</b></p> <ul style="list-style-type: none"> <li>● Lack of benches at major stops and destinations (Harvard Square, St. Peters Church, Beacon Street in Porter Square)</li> <li>● At some stations it is difficult to navigate from train to bus</li> </ul>	<p>8. <b>Provide bus shelters on Somerville Avenue, in front of the Millers River Apartments, and at Porter Square</b></p> <p>9. Upgrade subway stations to provide elevator access to all platforms.</p>
<b>User Experience</b>	<p><b>ADA Compliance</b></p> <ul style="list-style-type: none"> <li>● Older buses with stairs are difficult to board</li> <li>● Need better railings at front of bus to assist with boarding</li> </ul> <p><b>Bus Drivers</b></p> <ul style="list-style-type: none"> <li>● Bus drivers begin moving bus before riders are seated</li> <li>● Passengers sitting in priority seats do not always get up for seniors</li> <li>● Bus drivers need to communicate better and be polite</li> <li>● Bus drivers drive too fast or reckless</li> <li>● Buses do not pull up to curb and seniors cannot reach them</li> </ul> <p><b>Comfort/Safety on Buses</b></p> <ul style="list-style-type: none"> <li>● Buses are dirty and crowded</li> <li>● More space needed on buses for wheelchairs and baby carriages</li> <li>● Lack of personal safety at subway stations</li> </ul>	<p>1. Provide additional bus driver training or revise current bus driver training to include senior participation</p> <p>2. Provide clearly marked space for wheel chairs and baby carriages on buses</p> <p>3. Upgrade all buses to be kneeling, low-floor buses</p> <p>4. Provide railing at the front of all buses for boarding</p> <p>5. <b>Widen sidewalks at Central Square bus stops, especially along Green Street and Mass Avenue southeast of Prospect Street and Western Avenue</b></p> <p>6. <b>Construct curb ramp at Miller’s River parking lot to access Gore Street bus stop</b></p> <p>7. <b>Reconstruct Gore Street curb ramps</b></p> <p>8. Add priority seat announcements on buses</p> <p>9. Use on-board advertising space to promote courtesy between riders</p>
<b>Communication</b>	<p><b>Access to updated MBTA schedules and maps</b></p> <ul style="list-style-type: none"> <li>● Printed maps at bus/train stops have tiny print</li> <li>● Private senior shuttles not well advertised</li> </ul> <p><b>Station information</b></p> <ul style="list-style-type: none"> <li>● Stream live information at bus stops</li> <li>● Need personnel at T stations to help answer questions</li> <li>● Provide information about infrastructure changes</li> </ul>	<p>1. Provide large print maps</p> <p>2. Provide Next Bus at bus stops</p> <p>3. Publicize private senior shuttles</p> <p>4. Publicize stop location and route changes</p>

Note: Recommendations in **bold** are highlighted for short-term project implementation by the City of Cambridge

## Project Recommendations

Many of the challenges identified by Cambridge seniors fall under the purview of the City’s partner agencies, including the MBTA, City of Boston, and City of Somerville. Nonetheless, this project sought to identify opportunities to improve access to transit for aging Cambridge residents immediately. Through this work, the project team identified the following project recommendations:

1. Sidewalk Improvements
  - a. Widen sidewalks in Central Square near T station
  - b. Construct curb ramps along Gore Street, especially near Miller's River Apartments
  - c. Update and reconstruct brick sidewalks, especially at the following locations
    - i. Franklin Street (Putnam Ave to Western Ave)
    - ii. Kirkland Street (Oxford St to Trowbridge St)
    - iii. Oxford Street (Hammond St to Kirkland St)
2. Pedestrian Crossing Improvements
  - a. Provide enhanced pedestrian crossing facilities, especially at the following locations
    - i. Massachusetts Avenue and Alewife Brook Parkway
    - ii. McGrath Highway at Lechmere Station
3. Transit Station Improvements
  - a. Provide real-time arrival information at heavily-used bus stations, including
    - i. Cambridge Senior Center
    - ii. Harvard Square
    - iii. Central Square
  - b. Provide benches at stations, including
    - i. Harvard Square
    - ii. St. Peters Church on Concord Avenue
    - iii. Porter Square
  - c. Provide shelters at stations, including
    - i. Somerville Avenue
    - ii. Miller's River Apartments
    - iii. Porter Square
4. Administrative Improvements
  - a. Improve access to senior discount MBTA passes
    - i. Offer regular sign-up opportunities in Cambridge
  - b. Provide real-time tracking information on City website, or link to third-party site

Larger scale projects will be incorporated into the City's transit strategic planning process as it continues to plan and prepare for the future. Barriers and recommendations not under Cambridge's control will be communicated to partner agencies for implementation.








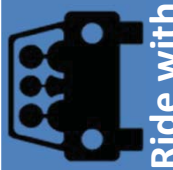
Through this effort, the City has expanded its Transit Strategic Planning process to include seniors in Cambridge as it seeks to strengthen vitality by improving transportation system access for all users through interconnectivity between transit and other modes. As Cambridge continues to push toward triple-bottom-line sustainability, it enhances quality of life for residents of all ages, ensuring a fully livable community.

## Attachment 1 Focus Group Hand-Out



# How do you get around Cambridge?

(Place a dot under each transportation mode you use for each type of trip)

	 Walk	 Bus	 Subway	 The Ride	 Bike	 Drive	 Taxi	 Ride with Someone
Visit Family								
Visit Friends								
Shopping								
Grocery Store								
Restaurants								
Doctor's Appointment								
Pharmacy								
Community Center								
Other _____								

## How do you get around Cambridge?

Talk to your neighbor about the following questions and write down your responses

How does bus and subway service affect your travel?

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What obstacles do you face when using the bus or subway?

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What would you change to improve your experience riding the bus or subway?

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Provide any other comments here:

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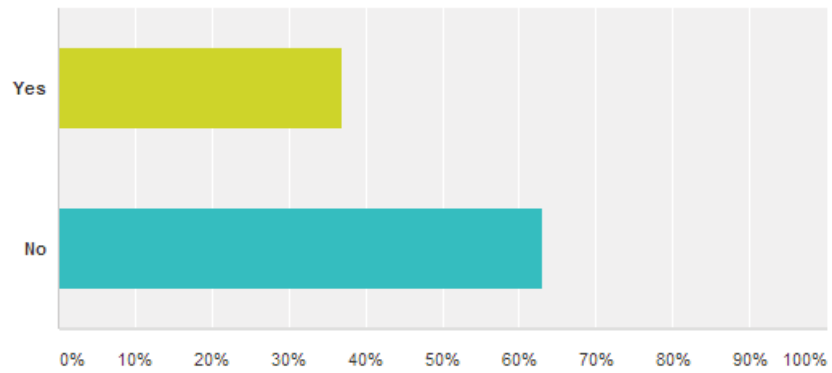
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## Attachment 2 On-Line Survey Results

### Question 1

#### Do you regularly drive a car?

Answered: 27 Skipped: 0

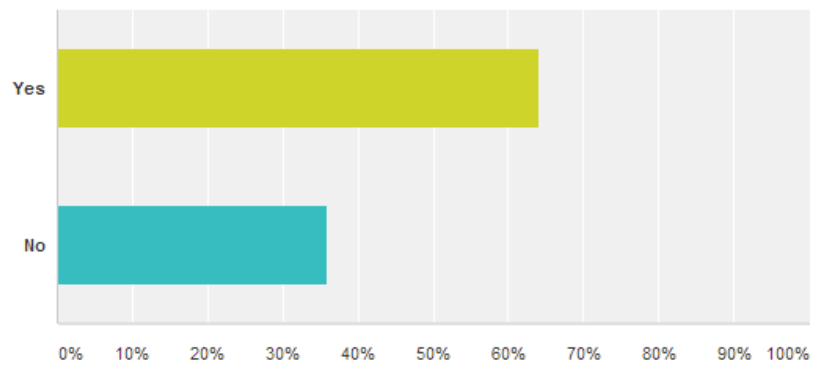


Answer Choices	Responses	
Yes	37.04%	10
No	62.96%	17
Total		27

### Question 2

#### Did you previously drive a car?

Answered: 25 Skipped: 2

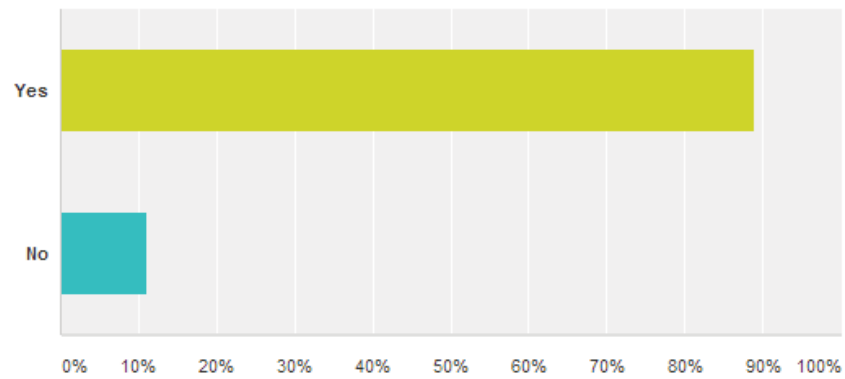


Answer Choices	Responses	
Yes	64.00%	16
No	36.00%	9
Total		25

### Question 3

#### Do you use the MBTA bus or subway?

Answered: 27 Skipped: 0

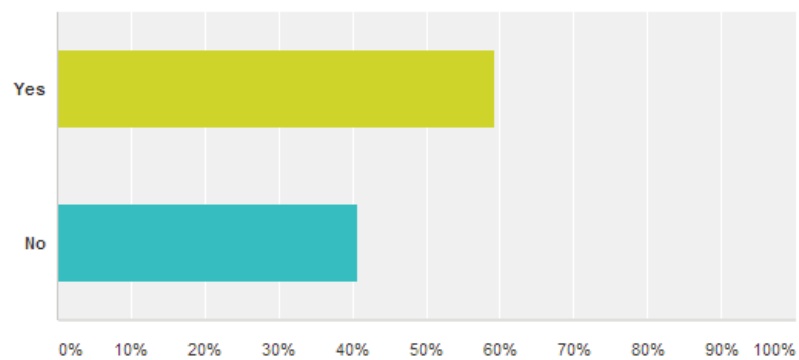


Answer Choices	Responses
Yes	88.89% 24
No	11.11% 3
Total	27

### Question 4

#### Would you like to use public transportation more often?

Answered: 27 Skipped: 0

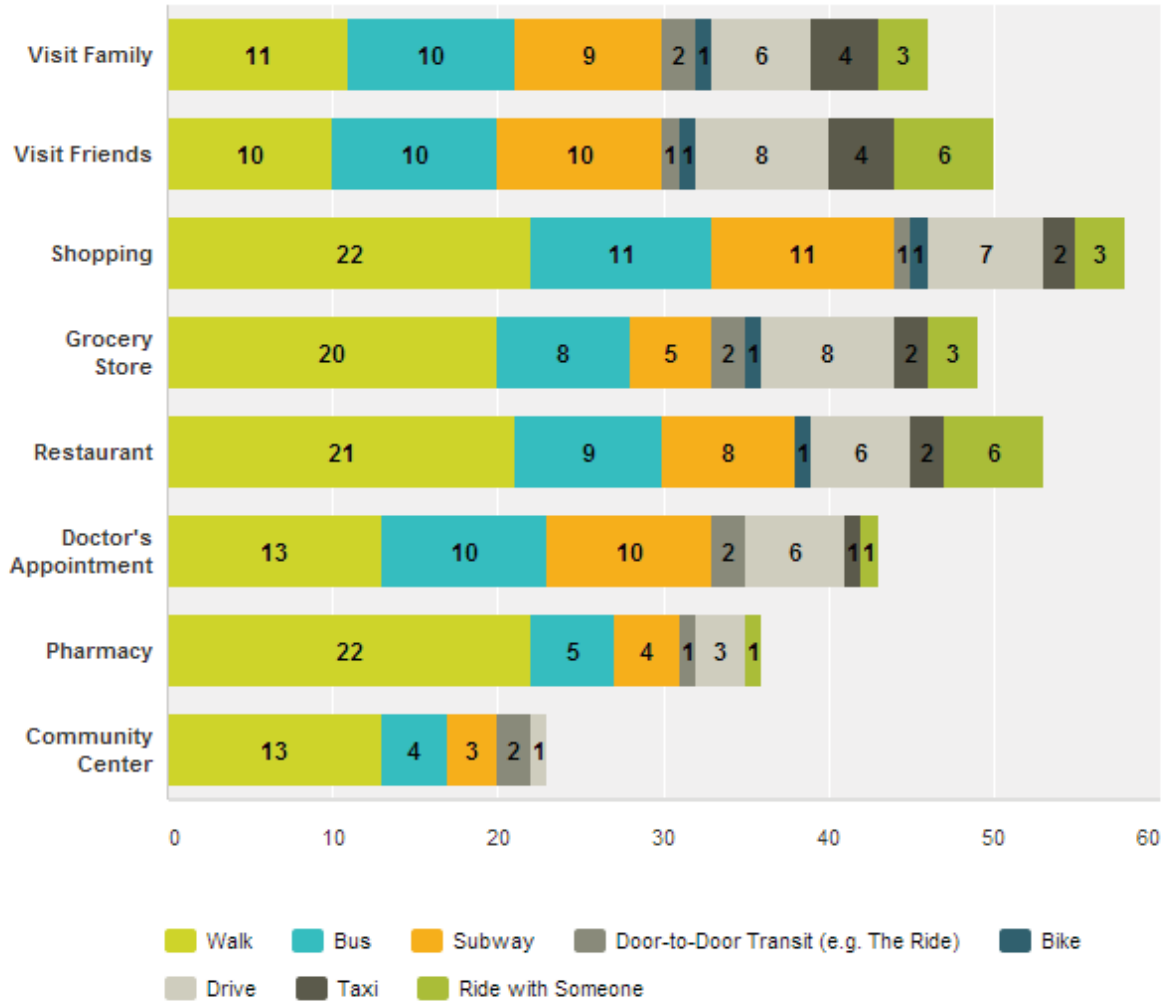


Answer Choices	Responses
Yes	59.26% 16
No	40.74% 11
Total	27

Question 5

## How do you get around Cambridge?

Answered: 26 Skipped: 1



Note: Multiple responses permitted

## Attachment 3 Catalog of Comments





Service	Administrative	Compliments	Technology	Station Needs		Bus Experience		Educational/Information	Other
				Maintenance/Other	Safety/Conduct	AVA	Bus Driver		
#61 bus not if I bought stuck in traffic	Why not recharge Charge Card and the website?			AVA: Transition elevator has a capacity of 600 lbs. It is a bit small for a station with heavy travel.	Safety/Conduct: Harvard Square buses hitting needs improvement. Schedule is too small, too low. Why finding	AVA: #1 Mass Avenue has an over design at the front is dangerous. There is no where to hold on except widely spaced vertical poles.	Bus Driver: Some drivers don't say anything. Drivers can't move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: Nice to be able to call. For schedules updates. Problems you can get bombed with info.	
#66 bus needs priority signals for buses	Times Downtown crossing where Waltham. Very long lines			Park Street - MBTA no escalator from one level to the next, and no elevator in sight.	Safety/Conduct: Make pedestrian crossings safer and safer. Automatic lights. Slowing. Less distance. Confusion.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: The only way to find out about T updates. Problems you can get bombed with info.	
#69 bus not frequent enough	North Station would be good to be able to sign up for passes.			#77 Bus - No stop between Upland and Lincoln - too long a distance for people with mobility problems or carrying shopping bags.	Safety/Conduct: Bus stop area from Symptomatic around dark corner, feel unsafe.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: Trip planner is good.	
Length of time to get down Mass Ave (#1)	Monthly Charge Card has gone from \$13 in 2003 to \$30. I pay by trip now which is a nuisance. The cost for a monthly pass is a burden for many.			All Bus Stop: Stops have been removed from in front of major stops was eliminated and the next closest stop is not well lit and feels unsafe. This will discourage older people from using the bus. Bus stop also removed in front of MIT museum.	Safety/Conduct: South station stop, dark grey steps with no marking to see edge of steps and steps.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: Live info (stream) at Shelter at Miller's and Cambridge Hospital (inside lobby).	
#66 bus has too few stops	Bus needs a "youth pass."			Many older people cannot see to navigate stairs while carrying heavy things. Often no doors or handrails. Often no doors or handrails. Often no doors or handrails. They are available they are preceded as unsafe.	Safety/Conduct: South station has poor lighting.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: The biggest barrier for seniors is the lack of familiarity and ease with public transit because they have spent most of their adult life driving.	
Shorter distances between stops (ie #77 bus up/down)				Older people want to take advantage of cultural offerings around the city. Bus changes in transit market difficult. Facilities need to be more accessible. Transit with stop in front.	Safety/Conduct: Myes under ground passageway is closed.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: Signage and way finding is generally poor throughout system and it is very difficult for visitors or people who do not use system often.	
Mass Ave (#1) has too few stops				Stairs are the biggest challenge when using the bus or subway.	Safety/Conduct: Safety. Power Square escalator is not working. Ceiling and it's dangerous.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: Paper maps should be more easily available in subway.	
Increased MBTA service during school year?				Accessibility problems of, to be there with bus in traffic.	Safety/Conduct: #83 bus: Somerville Ave at Park Street - no bench, no shelter, no guards.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: Personnel have been removed from stations - feels unsafe without eyes on the station. Also, not easy to find someone to answer questions or ask for help.	
#77 bus habit of traveling in packs				Access in the winter time is challenging.	Safety/Conduct: Leaving the bus, crossing with signal in a crosswalk likely to be tough.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: Park Street - 2000 ft. long. Not available to answer navigation questions despite the fact that it is a major intersection within the city.	
Often, you have to travel south to go north.					Safety/Conduct: Bus shelter benches: St. Peter's Church, Cambridge Hospital and Beacon St in Peter St. (B3)	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: "Key Bus Route Process", was not well publicized and many people did not get the message. The engineering department is determining optimal distance between stops are unsympathetic to the needs of people with mobility issues. If they are carrying things or commuting with bad weather.	
#1 bus - works well into Boston, but bad timing on way home					Safety/Conduct: Walk across McGrath. Tough interior as well. Only full and no shelter.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: Subway often no information offered at all with no announcements about source or duration of problem. Printed bus schedule is not always dependable or accurate.	
#69 bus terrible nights and weekends					Safety/Conduct: No shelter at Miller River (bench belongs to heading).	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: Need to know about senior discount card.	
Red line gets stuck if really hot or cold - no communication about delays					Safety/Conduct: If one person is outside, others can well inside to signal bus.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: Never enough. Traffic always to answer questions.	
#1 bus not used and too few coaches, head once frequently especially midday and evening (and night times)					Safety/Conduct: Harvard Square with the #1 - looks like a risk for the sticks are slippery.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: Service challenge with #1 - too much traffic.	
Service challenge with #1 - too much traffic					Safety/Conduct: Lambert Street there are big trucks cut to close and brushing sidewalk.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: #77 bus - plenty back problems (on buses and then 3 at once, Alway's bus 100)	
#77 bus - plenty back problems (on buses and then 3 at once, Alway's bus 100)					Safety/Conduct: Pedestrian crossing with car during dangerous.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Bus Driver: Sometimes bus drivers will ask people to move, but not always. Drivers can't move, but not always. Drivers can't move, but not always.	Educational/Information: #69 bus doesn't run enough and sometimes doesn't show up	



