



50 Congress Street, Suite 935, Boston, MA 02109 P 857.265.2153

MEMORANDUM

Date: October 28, 2014

Project #: 17706

To: Jennifer Lawrence
Cambridge Community Development Department
344 Broadway
Cambridge, MA 02139

From: Conor Semler, AICP and Caitlin Doolin

Project: Healthy Aging and Public Transportation

Subject: Summary of Public Outreach and Project Recommendations

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

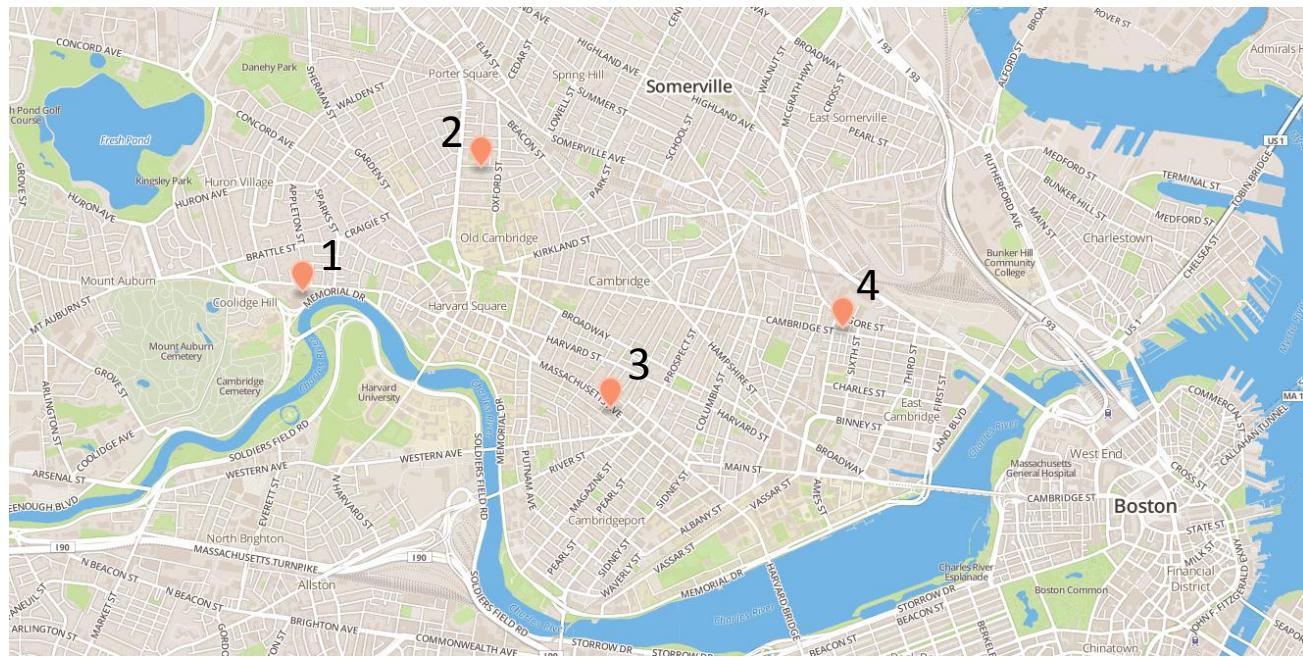


Figure 1 Focus Group meeting locations in the City of Cambridge, Massachusetts

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

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

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



The Ride



Bike



Taxi



Ride with
Someone

Visit Family

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?

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

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

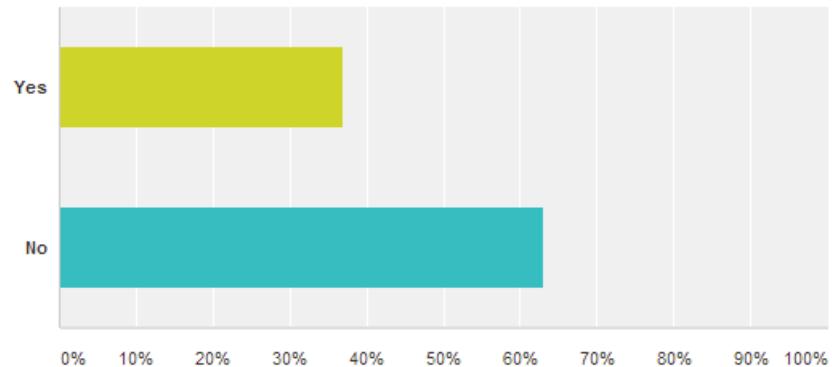
Provide any other comments here:

Attachment 2 On-Line Survey Results

Question 1

Do you regularly drive a car?

Answered: 27 Skipped: 0

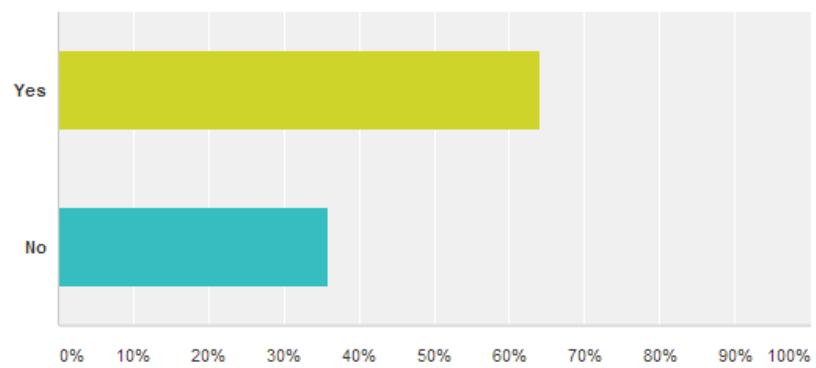


Answer Choices	Responses
Yes	37.04%
No	62.96%
Total	27

Question 2

Did you previously drive a car?

Answered: 25 Skipped: 2

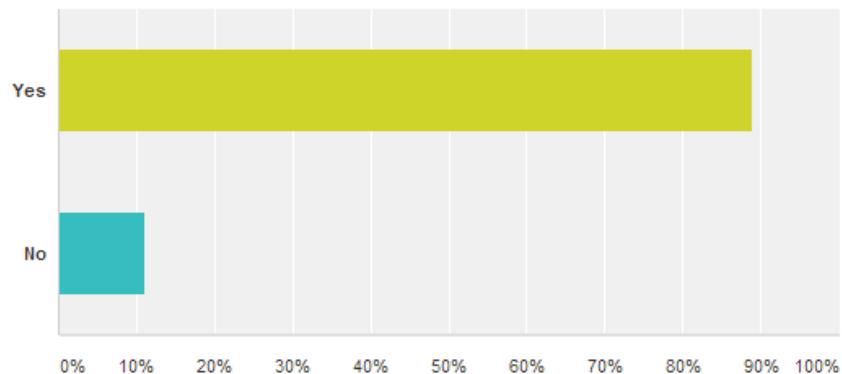


Answer Choices	Responses
Yes	64.00%
No	36.00%
Total	25

Question 3

Do you use the MBTA bus or subway?

Answered: 27 Skipped: 0

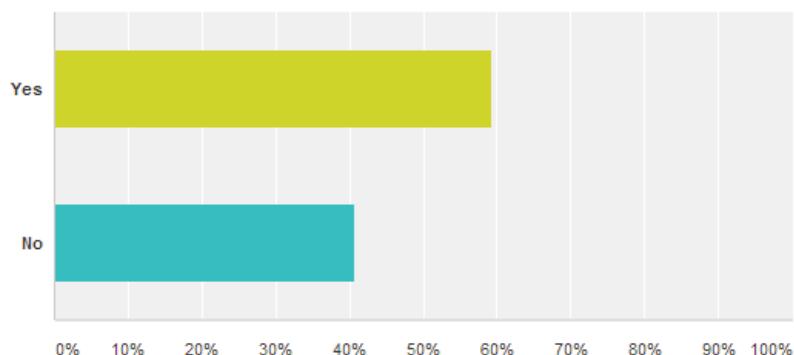


Answer Choices	Responses
Yes	88.89%
No	11.11%
Total	27

Question 4

Would you like to use public transportation more often?

Answered: 27 Skipped: 0

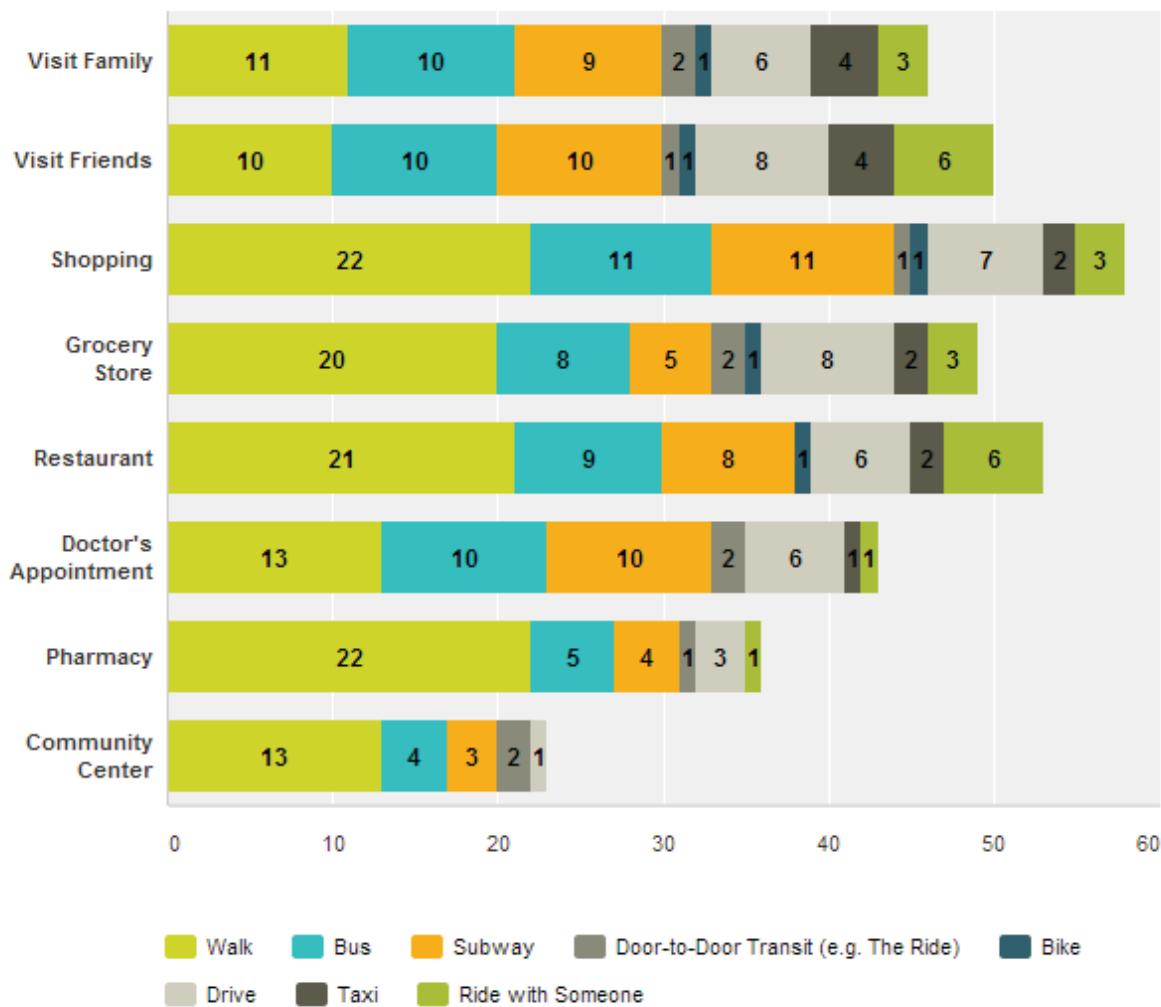


Answer Choices	Responses
Yes	59.26%
No	40.74%
Total	27

Question 5

How do you get around Cambridge?

Answered: 26 Skipped: 1



Note: Multiple responses permitted

Attachment 3 Catalog of Comments

Service	Administrative	Complaints	Technology	Station Needs	Bus Experience	Education/Information	Other
Bus 1: going west 2/3 in a row of 10 wants 30 minutes	Better if there were more places to load Charlie Cards than just going into MBTA.	Automatic bus boarding is good.	Out-of-town visitors who use money blow down the process.	Seniors are ADA people, what are we doing to ADA? Is there something else?	ADA	Maintenance/Comfort	Its great, central square food co-op since H Mart.
Bus #68 and #69 is too infrequent	Don't put more time than I have to Charlie Cards into MBTA.	Great if the system is could be universal.	Chilling with little computer to change Charlie Cards need to tap Card into person.	Harvard Station is in particular need to be improved.	ADA related concerns - drivers aren't training.	Bus Driver	Bus stops aren't spaced out, people don't want to do anything
System works in Europe but doesn't work here	I put a reward on Charlie Card every time.	Cards on buses are good.	Bus routes not working, after small bus (small bus). need to tap Card into person.	Route 1 is elderly woman she doesn't know how to use the card.	Some drivers are terrible, others aren't.	Bus riders stay sometime get hospitalized height.	More employees? 7/17 right into Sat. shift.
Why can't we have inspectors? We could get on and off quick.	People don't want to go downtown for senior pass.	Stutter to bus if all work well.	Real time very efficient on train-red line bus.	NEGLCT - upper area of Harvard Station isn't maintained.	Would be if workers made automatic.	People may not know about T system map.	What percentage of employees make available discount passes?
Would be nice if females make announcements	Make Charlie Cards easier to pick up.	Good customer service over the phone.	Don't have a phone for real time-don't check on next bus.	T told us elderly woman she doesn't know how to use the card.	Wish bus stops where at 11:48 and #68 about the problem.	Leisure - difficult to navigate train.	MBTA runs outside entity Cemusa: great partnership
CT2 and CT1: no service on weekend and holidays- No replacement service for weekend work on redline	Food Stamps office in Chestnut.	Thanks to T for new looks in N Cambridge.	Use state of the art to make it work.	Show at bus stops are a challenge for children too.	Stop request button down always work, need more.	* indicate which buses come to a stop, or removed.	42% MBTA subsidy
In trying to get to VA long way for Green Line and ended up walking. Communication about delay is important.	To get new service 10/20, need to go to Downtown Crossing. It's far, hard and confusing.	Over 2 hours wait! Gets to arts.	Real-time bus arrival times displayed at bus stops.	Route 1 takes a long time.	Route 1 takes a long time.	* clearly explain express buses.	MBTA runs outside entity Cemusa: great partnership
#65 bus hasn't go by schedule	Used to able to get all senior's policy changed. Can we have back?	#47 #83 are #61 bus are generally on schedule	#68 priority signs for buses.	Seniors can't even lower step for bus.	Bus drivers use remotes instead of straps, better spacing. Straps are too high.	• longer print on paper bus schedules.	MBTA runs outside entity Cemusa: great partnership
The Ride-MTA based 2/the fee.	The wellbeing of The Ride is important. Charlie Card has increased significantly.	Cost is an unfair burden [increase].	Fair share or bus sometimes don't work. Sometimes Charlie Card don't accurately fill.	Harvard Station is in particular need to be improved.	Bus drivers often multi tasking. Starting with bus or off if drivers who stand in front of bus and block access for others.	Copy of schedule/map hard to get a hold of.	MBTA runs outside entity Cemusa: great partnership
30 minute wait for #1	Where you live your SAT card is bad. Downton crossing is an easier place to do this. MBTA bus ran well this year.	MBTA bus 87 at experience.	Real time arrival helps to make a decision about MBTA bus connection of Harvard Sq. (Cambridge) - MBTA 87/91	MBTA usually stops at curb but not always.	Too many buses don't pull up to curb.	Bus stops are crowded.	As Bon Rain My Name
Recommendations on line charge after or weekend/weekday	Charlie Card machine won't work ATM, -/evening. Make sure not to tie price.	The Ride-MTA based 2/the fee.	Need to be able to call T for schedules.	South Station: Elevator to MBTA platform is not easily accessible and people struggle to get up the stairs.	Get rid of high floor buses!!	o What if there is a medical emergency	Brick Sidewalks
Fares- Special pass increase, in 2 years it increased	Business associations kick in funding.	The Ride improved greatly in the 40 years I've been using it.	The way to find out about a fire is to the door. The driver will update the information. Problem is you can get bombarded with info.	Elevator maintenance Glad to hear that at elevators will have duplicates. However, got stuck in elevator at home for an hour.	Carbridge took control and showed bus stops.	Ask those who don't use the "Keweenaw" to exit at rear.	Pubicize private shuttles.
MTA picked Friday nights and Saturday pm	Naturally it cost to receive a challenge. Banks funding. For the funding system we don't pay for it.	Subway is generally good - highways are big improvements.	Provide real time at shelter at Miller's River Apartments and Cambridge Hospital (inside lobby).	Tunnel at Lechmere is not safe, too far to walk.	Bus drivers lack enough space in front of bus so no room to turn around.	When buses go too fast, it's difficult to see your stop.	Drivers' plan to the back of their bus.
Bus Camping	Business associations kick in funding.	Top planes are good.	Online technology to sign up/ register Or can others sign people up other than T employees?	Gardiner Station closed for 2 years.	Make open space for baby carriages in the back.	Ask those who don't use the "Keweenaw" to exit at rear.	Some wonderful bus drivers
Bus are always late	Need Youth Pass for kids.	Online technology to sign up/ register Or can others sign people up other than T employees?	Poorly maintained steps.	Older buses need to stop at stops.	Training bus drivers for the training.	MBTA runs outside entity Cemusa: great partnership	T schedules - community members updating new schedules at locations, not 1.
Bus not frequent enough evenings and weekends	Songs and wayfinding need to improve.	Friendly bus drivers.	The 40 years I've been using it.	Concurrent protection and turning cars are dangerous.	Driver education on Handicap and Buses.	Sometimes the bus has a lot of people standing.	People have paper schedules of their most popular routes

Service	Administrative	Complaints	Technology	Station Needs	Safety/Conflict	Bus Driver	Bus Experience	Education/Information	Other
#91 bus and #1 bus get stuck in traffic	Why not recharge Charlie Card and the website?	T pass-Downtown crossing where Waltham, Very long lines	#6A	T station elevator has a capacity of 6 - not adequate to serve a station with heavy travel.	Harvard Square: lighting schedules too small, too noisy. Wayfinding: Strobing, Less distance, Countdown.	A6A	Same drivers don't say anything.	#1 Mass Avenue bus interior design at the front is dangerous. There is no place to sit and no way to quickly take photos.	
#69 bus needs priority signals for buses	North Station would be good to be able to do everything there. Need place in Cambridge to sign up for passes.	Length of time to get down Mass Ave (#1)		#77 Bus: Stop between Upstairs and下来人 - too long a distance for people with mobility problems or carrying shopping bags.	Bus that arrives from Symphony Hall gone. Now need to go around dark corner - feel unsafe.		Bus drivers often seem inadequate/reinforced. Jostling of bus make it difficult for people with disabilities to move across the bus or stand.	Trip planner is good	
#69 bus and frequent enough	Monthly Charlie Card has gone from \$13 in 2009 to \$19. I pay \$19 now. Notice is a notice. It costs a monthly pass is about ten times more.	Bus needs a "youth pass."		#1 Bus Stop: Stops have been removed from in front of major cultural sites. Symphony Hall bus stop was eliminated in the next couple of stops as well as a bus stop for people from visiting these sites. Bus flag also removed in front of MIT museum.	South station stops: dark grey steps with non-skid surface on edge of steps and ramp.		Sometimes difficult to be seated before the stop making it difficult to get on.	Live info (stream) at Shelter at Miller's and Cambridge Hospital lobby.	
				Many older people cannot use subway because they are often in heavy thins. Often in a hurry, escalators and elevators and if they are available they are perceived as unsafe.	Hynes underground passenger entrance closed.		Driver should be considerate. When there is a person running to catch the bus, they should wait so they do not have to wait for the next bus.		
				Often people wait to be stopped and/or wait a few stops around the City. No changes in train to make it difficult. Facilities need to be closer to cultural venues with stops in front.	Stairs: Furry stairs at station is very steep. Risk of falling and ceiling and it's dangerous.		Bus driver should always set people up to get a seat before it speeds away.	Paper maps should be easier to read/available in subway.	
				Accessibility problems at Lockheed with Bus stop edge.	#6 Bus: Somerville Ave at Park Street: no name/no shelter/no shade.		Driver need to pay more attention to passenger safety issues.	Persons have been removed from stations: seats under windows on platforms. Station names are not visible on signs for any kind of info.	
				Access in the winter time is challenging.	Leaving the bus, crossing with signal in a crosswalk. Bikes fly off.			Park Street MBTA: Often there are available bus stops without shelter. People do not know where to go. Question deals with the fact that it is a major station/joint of intersection within the City.	
								No Bus Route process was well received by the public. People wanted to participate. The engineering standards used for determining optimal distance between stops is sympathetic to the needs of older people who need shorter distances to get to stops, especially if they are walking, especially if they are visually impaired.	
								Some info on information offered when there are delays and trains will get stuck with announcements about source or duration of problem.	
								Printed bus schedules is not always dependable or accurate	
								Need to know about arrival and depart card	
								Never enough traffic on subways to answer questions	
#1 bus works well into Boston, but bad turning on way home	Often, you have to travel south to go north.				With access McGrath Tunnel intersection. Buses go really fast and No shelter.				
#69 bus terrible nights and weekends					No shelter at Myles River/Bethel Street in Porter Sq. (83)				
Red line gets stuck if really hot or cold - no communication about					If cars park on sidewalk, others can walk beside a sidewalk.				
#1 bus works well into Boston, but bad turning on way home					Harvard Square with the MBTA bus stop. A rock wall and the bricks are slippery.				
frequencies (especially mid-day and evening and night time)					Lambert Street there are big trucks cutting corner and creating sidewalk.				
Services a challenge with #1 - too much traffic					Springfield Ridge Rd. to Harvard Street. Poles are leaning over the sidewalk.				
#77 bus payback problems (no buses and then 3 at once, Around busses too)					Red line on construction, one for ring 2, one for ring 3.				
#69 bus doesn't run enough and sometimes doesn't show up					1700 bus stops. Buses in line 1 hard time pulling fully up to stops				

