

# User/Expert Field Analysis of Public Transit in Cambridge, Massachusetts

## Part II: Qualitative Data from Interviews

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**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** User

**Comment:**

She mainly uses para-transit.

**ID#:** 196

**User:** Aurora



**Action:** D. GETTING OFF the

**Category:** D2. Information

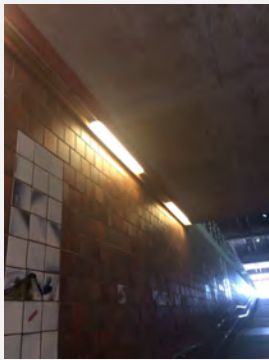
**Issues:** Signage

**Comment:**

The signage at the Alewife station was not clear. "I saw a sign to the elevator and I thought that would be the best bet because I didn't see anything pointing to escalators or clear exits."

**ID#:** 239

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

Florescent lights are not good for people with epilepsy. "The flicker can set you off."

**ID#:** 240

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Way Finding

**Comment:**

She uses the artwork in the station to know which way to go.

**ID#:** 241

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Way Finding

**Comment:**

She uses the signs, but if there is too much stimulation, she gets turned around frequently.

**ID#:** 242

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Restroom

**Comment:**

She does not use public restrooms because the fragrance from the soaps and cleaning products are too strong as well as the air fresheners.

**ID#:** 244

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

Bold visual cues work best for her when getting around the stations.

**ID#:** 245

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

It could be really useful to her to color-code the information.

**ID#:** 246

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

The ticket machine timed out before I could buy a ticket.

**ID#:** 247

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

She had to try 3 times to get the ticket.

**ID#:** 248

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

"It keeps making loud noises at me which I have no idea what that means. It didn't say turn the card over... or anything useful like that"

**ID#:** 249

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

When buying the tickets she didn't know you could enter any amount you wanted. "But the screen just says 5.10.. oh.. other amount"

**ID#:** 250

**User:** Aurora





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

The price tables for tickets was unclear. "I don't understand the difference between the card or ticket."

**ID#:** 251

**User:** Aurora



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Charlie Card

**Comment:**

She couldn't get the machine to take the cash so she had to use a credit card.

**ID#:** 252

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

She has a fair amount of anxiety when buying the tickets because she has missed a lot of trains trying to figure it out.

**ID#:** 253

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** MBTA Staff

**Comment:**

"I would look for someone to ask about why my Charlie Card is not working, but no one is around."

**ID#:** 254

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Announcements

**Comment:**

She finds the real-time train arrival and departure time updates to be very helpful.

**ID#:** 255

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Pay Phones

**Comment:**

She doesn't notice that there are pay phones. "That's amazing!"

**ID#:** 256

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Policy

**Comment:**

Due to her chronic illnesses, some days she feels well enough to take regular transit but then on other days she has to take Paratransit. "The system isn't really set up for people who are living with chronic illnesses or if someone develops medical problems, you are either in one category or the other."

**ID#:** 257

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Turnstile

**Comment:**

She had a hard time remembering how to put the ticket in the turnstile.

**ID#:** 258

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** MBTA Staff  
Charlie Card

**Comment:**

No one was in the station to ask for help when she couldn't buy a ticket.

**ID#:** 259

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Escalator

**Comment:**

Her energy level will determine whether she uses the elevator or escalator.

**ID#:** 262

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

At Alewife, it wasn't clear which train would leave first. "I wish there was a sign with an arrow pointing this train leaves first."

**ID#:** 265

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

She gets disoriented when there are too many signs and things happening at once.

**ID#:** 348

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

The three different types of transit confused her. "And it doesn't explain it anywhere on here.."

**ID#:** 349

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

"There's too much going on!"

The interface was too busy, and the terms were not fully explained anywhere.

**ID#:** 350

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

The language is overly complicated.

"Why not just say train, why repaid transit?"

**ID#:** 351

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

Due to the difference in price for ticket versus card holders, she thought it was \$2.00 to ride the T and not \$2.50.

**ID#:** 353

**User:** Aurora





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Turnstile

**Comment:**

She didn't know you had to pull the ticket out for the doors to open.

**ID#:** 354

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** Special pass

**Comment:**

I think they should make the senior passes available to 60 year olds.

**ID#:** 196

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk  
Floor

**Comment:**

Cracks on the sidewalk are tripping hazards for him.

**ID#:** 243

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

"this step up in bus terminal was high, but I understand that they do it so you can step on and off of the bus is easier." [see image]

**ID#:** 245

**User:** Paul





**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

Uneven surfaces make walking challenging for him.

**ID#:** 246

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Signage

**Comment:**

"The bus signage are not consistent, sometimes you see the dock number first and sometimes we the bus line first, and sometimes I don't see anything."

**ID#:** 247

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Signage

**Comment:**

He can read this sign easily. [see image]

**ID#:** 248

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** MBTA Staff

**Comment:**

"I was on the bus in Lechmere Station that broke down and they had to call in a new driver from his home because they were so short staffed."

**ID#:** 249

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Doors

**Comment:**

"Inside of this bus terminal the wind will blow the doors open." [see image]

**ID#:** 250

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sitting

**Comment:**

These benches in Alewife are reasonable. [see image]

**ID#:** 251

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

He does not use the wall schedule, he just uses the paper ones or retrieves it online.

**ID#:** 253

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

"The font size on those schedules [glass wall schedules] are too small, they are a little confusing."

**ID#:** 254

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Stairs

**Comment:**

"I always use the rail when I am going down the stairs."

**ID#:** 255

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

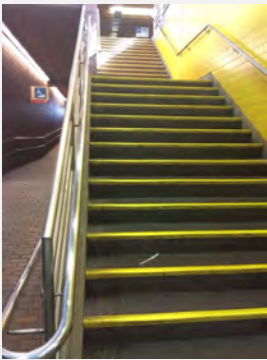
**Issues:** Accessibility  
Safety

**Comment:**

"It's nice to have two levels of handrails so people in wheelchairs can use them as well."

**ID#:** 256

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Stairs

**Comment:**

"The contrast on the stairs are nice, this really helps me not to trip." [see image]

**ID#:** 257

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Accessibility

**Comment:**

"It's important for rails to be sturdy for me to feel confident in using them."

**ID#:** 258

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

"The signage in Alewife is a good size to read."

**ID#:** 259

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Floor

**Comment:**

In general, the harder surface, the better. On rubber surfaces, he tends to drag his feet.

**ID#:** 260

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** Charlie Card

**Comment:**

"The cost of the public transportation is too high particularly for people who are unemployed."

**ID#:** 262

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** MBTA Staff

**Comment:**

"These machines break a lot and there usually isn't someone around."

**ID#:** 263

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

The difference between a Charlie card and Charlie ticket is confusing.

**ID#:** 264

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Charlie Card

**Comment:**

"If you have a bunch of Charlie cards and you want to combine the amount onto one card you can't do it on those machines."

**ID#:** 265

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

"I get my Charlie cards from the bus driver."

**ID#:** 266

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Turnstile

**Comment:**

It isn't clear to him which side to tap his card to enter the turnstile.

**ID#:** 267

**User:** Paul





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Turnstile

**Comment:**

He doesn't like the advertisements, and he thinks it confuses people. "Too much clutter!"

**ID#:** 268

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** Charlie Card

**Comment:**

"The prices to ride the T keeps going up."

**ID#:** 269

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Maps

**Comment:**

He doesn't notice the maps inside the T and doesn't use them. [Alewife Station]

**ID#:** 270

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety

**Comment:**

He doesn't notice emergency call boxes. "Emergency call boxes don't make me feel any safer."

**ID#:** 271

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Stairs

**Comment:**

I usually use the stairs in stations.

**ID#:** 272

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Escalator

**Comment:**

When carrying things (e.g., bags) he opts for the escalator because it is easier for him to balance.

**ID#:** 273

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Escalator

**Comment:**

"At the bottom of the escalator I've tripped if I'm not paying attention."

**ID#:** 274

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

He wants more visual information inside T stations.

**ID#:** 276

**User:** Paul



Action: B. INSIDE Bus Stop / T Station

Category: B2. Information

Issues: Signage

**Comment:**

He appreciates the fact they the maps inside stations have different languages.

ID#: 277

User: Paul



Action: B. INSIDE Bus Stop / T Station

Category: B2. Information

Issues: Signage

**Comment:**

"On this map, it's not clear where we are, I suppose that the red mark is were we are, but it does not say you are here."

ID#: 278

User: Paul



Action: B. INSIDE Bus Stop / T Station

Category: B2. Information

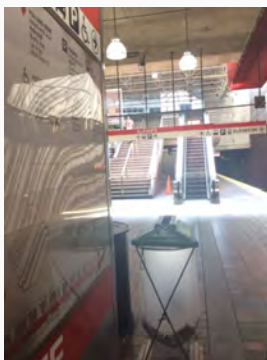
Issues: Signage

**Comment:**

He didn't understand the meaning of the field drawing. [see image]

ID#: 279

User: Paul



Action: B. INSIDE Bus Stop / T Station

Category: B1. Environment

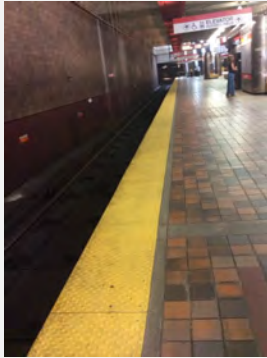
Issues: Escalator

**Comment:**

The escalators break down too frequently.

ID#: 280

User: Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Floor  
Tactile marks

**Comment:**

The tactile markers are nice but they can feel slippery, or sticky if someone drops food and/or drink.

**ID#:** 281

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Gap

**Comment:**

When he uses a rolling bag the wheels get stuck in the gap. He wishes the gaps where more narrow between the platform and the train.

**ID#:** 282

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Distance

**Comment:**

There is no easy way to take a bus from Kendall to the Alewife Station, "It would be nice if there was another option then just on the T."

**ID#:** 364

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A5. Policy

**Issues:** Charlie Card  
Special pass

**Comment:**

On renewing the Charlie Card: "It's not the easiest process to get the card renewed." The ideal process would include a mail-in renewal form, especially for senior users. Not as adept in using smart phone technology.

**ID#:** 196

**User:** Steve





**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Directions  
Maps

**Comment:**

Steve usually plans his trip prior to leaving by using Google Maps, rather than going on the MBTA website.

**ID#:** 239

**User:** Steve



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sitting

**Comment:**

Regarding the bench, "other than its glorious seductive shape, the depth of the seat varies" and it works really well to provide comfort.

**ID#:** 240

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety

**Comment:**

On rails, "it needs to be continuous" on the steps. This station is ideal by using the rail as visual cue. [Alewife Station]

**ID#:** 241

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

The light is pretty much uniform in the station. Not a preference on type of light, even though the "blue, mercury vapor" isn't his favorite, "it does the trick." [Alewife Station]

**ID#:** 242

**User:** Steve





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

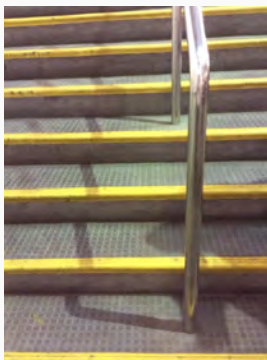
**Issues:** Signage  
Way finding

**Comment:**

This artwork is not really helpful in terms of finding your way around. Unfortunately, the signage isn't particularly helpful, "somewhat ambiguous." Steve, in fact, went to the wrong end in trying to figure out where to go. [see image]

**ID#:** 243

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Stairs

**Comment:**

The contrasting colors on the stairs is helpful.

**ID#:** 244

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Noise

**Comment:**

There is some difficult making conversations with the noise level within station. [Alewife]

**ID#:** 245

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Ambience

**Comment:**

Air quality is "fine."

**ID#:** 246

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Floor

**Comment:**

Steve uses the material on the floor to indicate where he needs to go.

**ID#:** 247

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Restroom

**Comment:**

He did know there are public restrooms, but not sure where they are located within the station. [Alewife]

**ID#:** 248

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

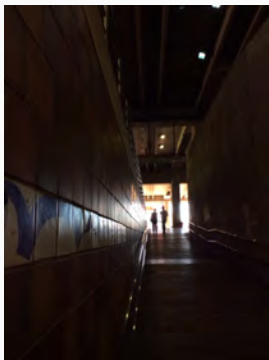
**Issues:** Noise

**Comment:**

Inside the station sounds acoustically different because the ceiling is lower, "sounds are harsher, and reverberation time is different."

**ID#:** 249

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

You know that "something special is about to happen" because of the lighting.

**ID#:** 250

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Way finding

**Comment:**

Steve stated, "A lot of signs and visual disorganization, but it is not necessarily bad." Wayfinding signs are good. [Alewife]

**ID#:** 251

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

The lightening is helpful for navigation inside the station. [Alewife]

**ID#:** 252

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

The process of adding money to the card is a bit arduous. Steve does not have enough strength and/or time to put his credit card in the machine and take it out so that he can tap his card to add money to it.

**ID#:** 253

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

He never understood why there are Charlie cards and Charlie tickets. "Why?"

**ID#:** 254

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule  
Directions

**Comment:**

Steve "absolutely loves" the visual notifications of when the train is arriving. He "wishes they were at every station." He humorously states, "it has changed his whole life."

**ID#:** 257

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

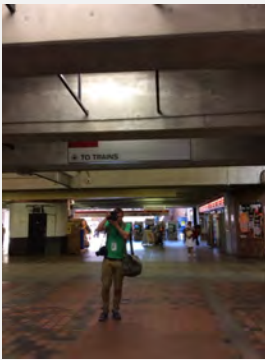
**Issues:** Turnstile

**Comment:**

Unclear whether he is supposed to go through only the "reduced fare" line. He does not know whether he will be charged the full price if he goes through the other gates.

**ID#:** 258

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** MBTA Staff

**Comment:**

Once they did away with tokens, it has been difficult to find staff for questions with the exception of the major stations (e.g., South Station, North Station).

**ID#:** 259

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety  
Platform

**Comment:**

Safety is not a concern for Steve.

**ID#:** 260

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Public

**Comment:**

Steve prefers the train over the bus because he believes it is faster. However, he does take the bus occasionally.

**ID#:** 261

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** User

**Comment:**

Overall, Steve is quite pleased with how the system works. His biggest criticism is the predictability of the trains.

**ID#:** 262

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** MBTA Staff

**Comment:**

He absolutely asks for help if he need be.

**ID#:** 263

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

His suggestion is to make sure there is a directional plaque at every stop, every door, on the pavement as you step out so you know where to go. It's disorienting after riding the T to know where you are when you are getting off.

**ID#:** 264

**User:** Steve





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

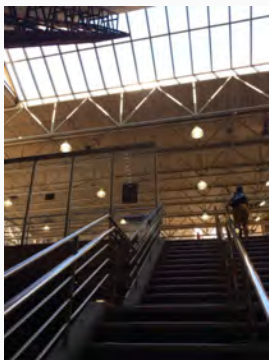
**Issues:** Charlie Card

**Comment:**

Received "did not read card." Steve says that it "doesn't happen a lot."

**ID#:** 265

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety

**Comment:**

There was a safety cone at the top of the stairs. Steve said he didn't noticed it.

**ID#:** 266

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Maps

**Comment:**

" Suggested to add arrows so that he may be able to interpret it correctly. [see image]

**ID#:** 267

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Trash  
Trash receptacles

**Comment:**

Steve suggests putting trash cans near exit points and one in the middle where people are sitting.

**ID#:** 268

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

Steve remarks the benches are not as comfortable as the ones upstairs. He further states, they make it difficult to get up because you "can't get your feet under your butt." Suggested to add the "perch type" benches.

**ID#:** 269

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

The overhead signs within the trains are helpful to know which stop you are at.

**ID#:** 271

**User:** Steve



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Lighting

**Comment:**

The lightening is inconsistent which makes it challenging to read the signs outside of the train. All signs need to be properly lit.

**ID#:** 272

**User:** Steve



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Ambience

**Comment:**

It is challenging to control for the temperature depending on the season. However, Steve does not expect the temperature to be controlled in this environment.

**ID#:** 273

**User:** Steve



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

If Steve can't find a place to sit, he usually stands by anything he can grab.

**ID#:** 274

**User:** Steve



**Action:** D. GETTING OFF the

**Category:** D2. Information

**Issues:** Signage

**Comment:**

When getting off the subway, the signs are way too small.

**ID#:** 275

**User:** Steve



**Action:** D. GETTING OFF the

**Category:** D1. Environment

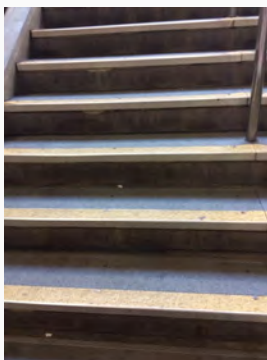
**Issues:** Platform

**Comment:**

The platform in Alewife is "nice."

**ID#:** 276

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Pay Phones

**Comment:**

He knows where pay phones are located, but he doesn't really use them anymore.

**ID#:** 283

**User:** Steve



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Signage

**Comment:**

He doesn't really notice the signs for the busses since he knows he way around the area. However, he said for a tourist there is probably not sufficient signage.

**ID#:** 288

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Hold on

**Comment:**

"I can't reach this." [see image]

**ID#:** 309

**User:** Steve



**Action:** D. GETTING OFF the

**Category:** D2. Information

**Issues:** Exits/Entrances

**Comment:**

When she arrived at Harvard Station using the T, she got confused on where to get the bus and ended up going the wrong way on the platform.

**ID#:** 362

**User:** Betty



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Floor  
Platform

**Comment:**

Sometimes, during rush hour it feels like the platform is too narrow.

**ID#:** 363

**User:** Betty



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Floor

**Comment:**

She appreciates the tactile.

**ID#:** 364

**User:** Betty



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Accessibility

**Comment:**

The grates at the bottom of the stairs are a tripping hazard.

**ID#:** 365

**User:** Betty





**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Stairs

**Comment:**

The Pearl Street stairs are really narrow.

**ID#:** 366

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Restroom  
Signage

**Comment:**

She had no idea there were public restrooms in the stations.

**ID#:** 368

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Signage

**Comment:**

She has a hard time at stations like Central Square because she doesn't know where to go.

**ID#:** 366

**User:** Aurora



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Escalator

**Comment:**

Where he exits the station is determined by where he is going and how tired he is.

**ID#:** 279

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Accessibility

**Comment:**

She doesn't take the T because they would have to pull out the plate and she does want them to do that. "It's embarrassing."

**ID#:** 273

**User:** Joan



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Entrance / Exits / Connections

**Comment:**

The time at each stop to get on and off the train makes her very nervous.

**ID#:** 356

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

She had no idea how to get into the elevator.

**ID#:** 357

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Announcements

**Comment:**

She really likes the "next train" announcements.

**ID#:** 358

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

The elevator was not clearly marked.

**ID#:** 362

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Elevator

**Comment:**

There were a lot of people using the elevators. We had to wait a while each time.

**ID#:** 363

**User:** Joan



**Action:** D. GETTING OFF the

**Category:** D3. Communication

**Issues:** Elevator

**Comment:**

The buttons are not clear on the elevator and don't respond when you hit them.

**ID#:** 364

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Elevator

**Comment:**

There wasn't enough time for her to get into the elevator.

**ID#:** 365

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

"It was dark inside the elevator."

**ID#:** 366

**User:** Joan



**Action:** D. GETTING OFF the

**Category:** D2. Information

**Issues:** Signage

**Comment:**

When we arrive at street level, she wasn't sure where to go to get the busses. "There should be a sign here that gives you a drawing of the square."

**ID#:** 367

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

There is a lack of information. "There's a sense that we know where it is, why don't you?"

**ID#:** 368

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Elevator

**Comment:**

"The elevator in Central Square is horrible. It stinks."

**ID#:** 267

**User:** Sue



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Platform

**Comment:**

The platform at Central Square is too narrow at rush hour time.

**ID#:** 285

**User:** Sue



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Stairs

**Comment:**

The stairs by Pearl Street are really narrow.

**ID#:** 286

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Elevator

**Comment:**

The elevator at Central smells terrible and the buttons didn't light up.

**ID#:** 287

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A3. Communication

**Issues:** Elevator

**Comment:**

The buttons didn't light up inside the elevator as well.

**ID#:** 288

**User:** Sue





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

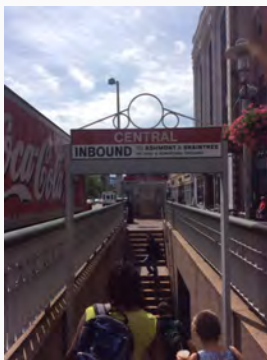
**Issues:** Stairs

**Comment:**

"These stairs are much wider in Central." (near the elevator)

**ID#:** 289

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Signage  
Way finding

**Comment:**

"The Outbound and Inbound system is not intuitive."

**ID#:** 290

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Emergency Boxes

**Comment:**

She is able to find the emergency call boxes and would use one if there was an emergency.

**ID#:** 288

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Restroom  
Signage

**Comment:**

She didn't know where the public restrooms were located. [Central Square]

**ID#:** 289

**User:** Cynthia



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Escalator

**Comment:**

She had a relative that fell on an escalator when it stopped suddenly so that is why she always holds onto the rails.

**ID#:** 292

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Restroom

**Comment:**

There is a public restroom only on the outbound platform. [Central Square]

**ID#:** 306

**User:** Cynthia

**She doesn't like pictures.**

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Public

**Comment:**

Before she had her cane, people were rude to her about sitting in the priority seating.

**ID#:** 196

**User:** Christen

**She doesn't like pictures.**

**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Way Finding

**Comment:**

She always ends up on the wrong side of the platform.

**ID#:** 255

**User:** Christen



**She doesn't like pictures.**

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Platform

**Comment:**

The platform is really narrow in the station. She get nervous when it is too crowded. [Central Square]

**ID#:** 256

**User:** Christen



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Signage  
Directions

**Comment:**

She always gets on the wrong busses.

**ID#:** 243

**User:** Christen



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

She would like the fonts to be larger at the bus stops.

**ID#:** 244

**User:** Christen



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Noise

**Comment:**

She gets disoriented if there is too much noise.

**ID#:** 248

**User:** Christen



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

This must be new. This helps a little.

**ID#:** 312

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

The signage to the busses on the platform of the T was not easy to find. "Frankly I've never seen that before"

**ID#:** 314

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Directions

**Comment:**

Once I was waiting for the 96 bus and it wasn't marked clearly so when I saw it go by me I ran after it and almost got hit.

**ID#:** 315

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Stairs

**Comment:**

The ramp is better than steps. It's nice that they are so wide.

**ID#:** 316

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** MBTA Staff

**Comment:**

In most stations, you can't find staff, but at Harvard you usually can find someone.

**ID#:** 317

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** MBTA Staff

**Comment:**

"A couple of weeks ago I asked the staff at Harvard a question and he was absolutely no help. "

**ID#:** 318

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Pay Phones

**Comment:**

She had never noticed the pay phones. "I don't have a cell phone so this is nice."

**ID#:** 319

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

She thought that the bus schedule holder rotated around.

**ID#:** 320

**User:** Betty





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

I like to try to pick up the schedules for the busses I typically ride most often. But they are usually the ones that are empty.

**ID#:** 321

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

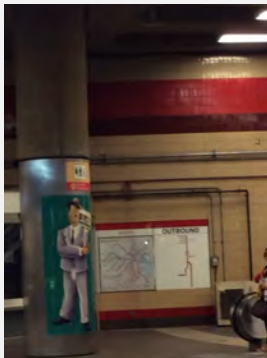
**Issues:** Schedule

**Comment:**

The schedules that are there are not useful "all of the 70's are empty, the 96... they are all empty."

**ID#:** 322

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Restroom  
Cleanliness

**Comment:**

She uses the restrooms in the Harvard station. "They are clean enough."

**ID#:** 323

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Directions

**Comment:**

The signage for the 71 and 73 buses is not clear. "Typically I ask someone."

**ID#:** 324

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

She uses the bus schedules on the wall.

**ID#:** 325

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Directions

**Comment:**

"Where is the bus 86?"  
The sign for the 86 bus was off to the side.

**ID#:** 326

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Directions

**Comment:**

It can be hard to find busses I'm not used to taking.

**ID#:** 327

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

There is a lack of consistency in signage inside of Harvard Station.  
"There are so many different kinds of signs."

**ID#:** 328

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

"I think the lighting is okay in Harvard Station."

**ID#:** 329

**User:** Betty



Audio 6-19-2014 2.41.38  
PM.m4a

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Noise

**Comment:**

"Well the sound... it's a bus stop. But it would be nice if they could do something about the noise."

**ID#:** 330

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Stairs

**Comment:**

The yellow stripes on the stairs make it easier to see.

**ID#:** 378

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

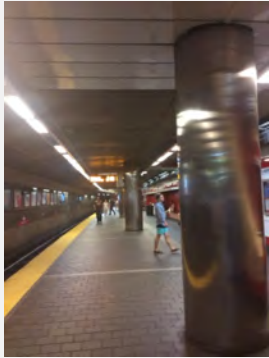
**Issues:** Signage  
Directions

**Comment:**

Figuring out where the busses' berths can be confusing.

**ID#:** 380

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Accessibility

**Comment:**

She uses the yellow tactile markers to help with depth perception.

**ID#:** 277

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

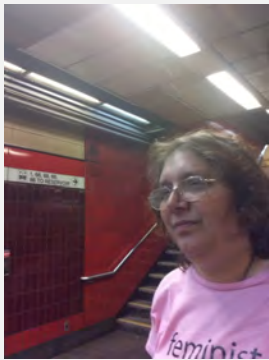
**Issues:** Ambience

**Comment:**

The advertisements and screens inside the station are really distracting.

**ID#:** 278

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety

**Comment:**

"When I don't see other people around I feel unsafe."

**ID#:** 279

**User:** Aurora

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Ambience

**Comment:**

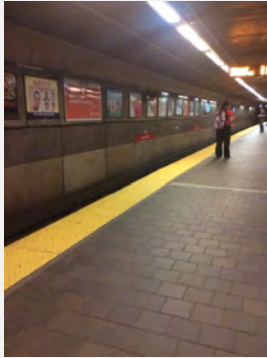
"The live music is great! That should be in all stations."



Audio 6-20-2014 3.43.22  
PM.m4a

**ID#:** 280

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Accessibility  
Platform

**Comment:**

She would wish a section of the platform could be defined as a place for people with disabilities.

**ID#:** 281

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Announcements

**Comment:**

She can only understand every other word of the audio announcements.

**ID#:** 282

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Maps

**Comment:**

The glare from the lights makes hard to read the maps.  
She wishes it is "a more matte finish."

**ID#:** 283

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Maps

**Comment:**

It would be great if the maps indicated more geographical information.

**ID#:** 284

**User:** Aurora





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:**

**Comment:**

Inbound and Outbound confuses her

**ID#:** 285

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Maps

**Comment:**

Referring to the map: "This has too little info. It's useless to me."

**ID#:** 287

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Directions

**Comment:**

The signage for busses in Harvard is too small, she had a hard time noticing them.

**ID#:** 288

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Directions

**Comment:**

It wasn't clear there were two places you could go to get busses.

**ID#:** 289

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Directions

**Comment:**

She had a hard time finding the elevator.

**ID#:** 290

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Elevator

**Comment:**

The elevator was really far away. "It feels like they are assuming that the only people who use the elevator are people who are in wheelchairs."

**ID#:** 291

**User:** Aurora



Audio 6-20-2014 3.52.05  
PM.m4a

**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Ambience

**Comment:**

She thinks the music in Harvard Station is welcoming.

**ID#:** 292

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

Even a flash from someone taking a photo can set off a seizure for her.

**ID#:** 293

**User:** Aurora



**Action:** D. GETTING OFF the

**Category:** D2. Information

**Issues:** Signage  
Elevator

**Comment:**

"I need to take the elevator or escalator but the bus signage is pointing at the stairs like there's no other option."

**ID#:** 294

**User:** Aurora



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Accessibility  
Platform

**Comment:**

She had a hard time climbing up the stairs.  
"It's a long platform and they only have alternative to stairs."

**ID#:** 295

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Emergency Boxes

**Comment:**

She didn't notice the Emergency Boxes.  
"I'm more likely to use my cell phone."

**ID#:** 297

**User:** Aurora



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Stairs

**Comment:**

Having both the yellow stripe and the metal end really helps her depth perception.

**ID#:** 299

**User:** Aurora



**Action:** D. GETTING OFF the

**Category:** D1. Environment

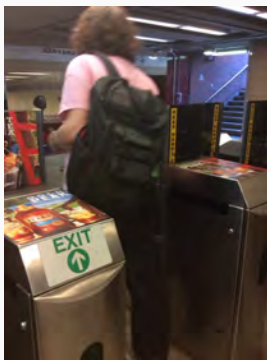
**Issues:** Cleanliness

**Comment:**

"There was a lot of dust which makes it hard to breathe."

**ID#:** 300

**User:** Aurora



**Action:** D. GETTING OFF the

**Category:** D3. Communication

**Issues:** Turnstile

**Comment:**

She took out her pass to tap again when leaving the station.

**ID#:** 301

**User:** Aurora



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Lighting

**Comment:**

The bright lights create a lot of glare which can give her a migraine.

**ID#:** 302

**User:** Aurora



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Floor

**Comment:**

Uneven brick sidewalks make it hard to walk. "I have to be more alert, which is tiring."

**ID#:** 304

**User:** Aurora



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Directions

**Comment:**

You could see the bus stop as soon as you come out of the station.

**ID#:** 306

**User:** Aurora



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Bus Shelter

**Comment:**

She liked that you can see through the sides of the shelter.

**ID#:** 309

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Accessibility

**Comment:**

The distance between the bus stop and the T was "okay" for her.

**ID#:** 310

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

She likes how the bus systems in California tell you when the next bus is coming.

**ID#:** 311

**User:** Aurora





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

She doesn't usually pull out her phone to check when the next bus is arriving.

**ID#:** 312

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Hold on

**Comment:**

She used the yellow grab bars when getting on the bus.

**ID#:** 317

**User:** Aurora



**Action:** D. GETTING OFF the

**Category:** D3. Communication

**Issues:** Elevators

**Comment:**

Inside of the elevator, the buttons are not clearly marked to indicate the levels.

**ID#:** 346

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

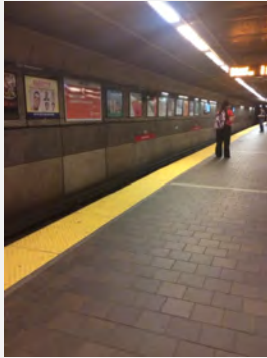
**Issues:** Lighting

**Comment:**

The lighting inside the station "feels dingy" which does not make her feel safe.

**ID#:** 359

**User:** Aurora



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Safety

**Comment:**

The hardest part for her is getting on the train during rush hour. She ends up getting jostled and not being able to find a seat.

**ID#:** 360

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Directions

**Comment:**

In Harvard Station the signage to the 69 bus makes it seem like you have to take the stairs.

**ID#:** 361

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule  
Directions

**Comment:**

"I find the MBTA website confusing so I use Google Maps instead."

**ID#:** 362

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

The driver was rude when Fernanda asked when the bus will move because it was blowing exhaust into the bus shelter.

**ID#:** 363

**User:** Aurora



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Stairs  
Accessibility

**Comment:**

"In the wintertime, they pile the snow against the railing. I need the rails to be clear so I can use them."

**ID#:** 247

**User:** Don



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Escalator

**Comment:**

"I always hold onto the railing when I'm on the escalators."

**ID#:** 248

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Way finding

**Comment:**

They need to have more signage in here. Wayfinding in this station is definitely hard.

**ID#:** 249

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule  
Maps

**Comment:**

Don does not use the paper bus schedules because he has a smart phone.

**ID#:** 250

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Restroom

**Comment:**

There is usually no soap, paper towels, toilet paper in these places.

**ID#:** 251

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Restroom

**Comment:**

Here the light is broken that indicates if someone is in there.

**ID#:** 252

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

It took him awhile to remember how to work with the machines.

**ID#:** 253

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

For this most part he thought the interface was okay for the machines.

**ID#:** 254

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

He could not really use the schedules because the font was small and there was a fan in front of them so he couldn't get close enough.

**ID#:** 256

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Noise

**Comment:**

"It's really loud in here, when it's loud like this I have a much harder time getting around." He can get disoriented.

**ID#:** 257

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

"The bus driver didn't kneel the bus again."

**ID#:** 258

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

He likes to sit in the middle of the priority seats because there is more leg room.

**ID#:** 259

**User:** Don





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Noise

**Comment:**

He would like it better if it was not so loud inside the station. Too much noise will add to his cognitive overload.

**ID#:** 301

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Announcements

**Comment:**

The quality of the announcements are not great.

**ID#:** 302

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Restroom  
Cleanliness

**Comment:**

"It smells really bad in here."

**ID#:** 303

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Restroom

**Comment:**

"I think that public bathrooms are really important. I use them all the time."

**ID#:** 304

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

Before he uses the bus schedules, he will often search for an outlet inside the station to charge his phone so he could use the apps.

**ID#:** 305

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

"If I don't know where my bus is I will just keep look for it. I don't like to talk to people if I can avoid it."

**ID#:** 306

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

Ideally he would prefer to have the pole to his right so he can pull himself up with it.

**ID#:** 308

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Asking to stop

**Comment:**

He prefers the buttons. They are more reliable.

**ID#:** 309

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Elevator

**Comment:**

The elevators are usually pretty gross.

**ID#:** 314

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Public

**Comment:**

It's rare but every once in a while people get irritated or start to fight with me because they don't think I should be using the elevator.

**ID#:** 315

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Elevator

**Comment:**

There is no way to know if the button is working or not getting into the elevator.

**ID#:** 319

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

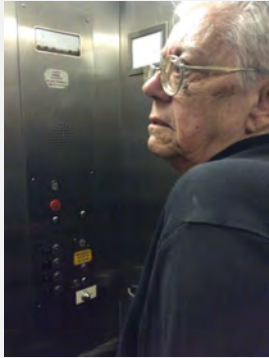
**Issues:** Signage

**Comment:**

The elevator's "out-of-order" sign is up but it worked. We saw someone get out of it.

**ID#:** 320

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting  
Elevator

**Comment:**  
"It's dark in the elevator."

**ID#:** 321

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

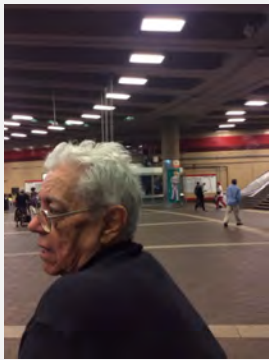
**Category:** B3. Communication

**Issues:** Elevator

**Comment:**  
The buttons don't light up when you push them.

**ID#:** 322

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Restroom  
Cleanliness

**Comment:**  
"The public restrooms are usually dirty and not well maintained."

**ID#:** 323

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Charlie Card

**Comment:**  
It wasn't clear to her when a machine was broken.

**ID#:** 324

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** Charlie Card  
Special passes

**Comment:**

"I can't buy a Charlie ticket here because I have a senior pass."

**ID#:** 325

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

The pricing table is complicated for her to understand.

"I don't know the difference between a Charlie card or Charlie ticket?"

**ID#:** 326

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

The screen timed out as she was trying to figure out how much money she had to put on the card.

**ID#:** 327

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

The bus schedules that I use are usually not available.

**ID#:** 333

**User:** Joan





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Elevator

**Comment:**

It was very confusing to her which button was the emergency button and which one calls the elevator.

**ID#:** 334

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Turnstile

**Comment:**

It wasn't clear to her if she had to use the reduced fare turnstile or not.

**ID#:** 336

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Turnstile

**Comment:**

"She didn't know which way to put the ticket into the turnstile"

**ID#:** 337

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Directions

**Comment:**

She understands the Inbound/Outbound system but knows that people new to the city find it confusing.

**ID#:** 339

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety  
Floor

**Comment:**

The ramp in Harvard is a little steep so she has to use the ramp.

**ID#:** 340

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

She was very nervous that the train would start moving before she was able to sit.

**ID#:** 343

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting  
Platform

**Comment:**

"It's a little dark on the platform."

**ID#:** 345

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

She wishes there were more places to sit on the platform.

**ID#:** 346

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

"A lot of the stations mark that they are handicapped- assessable but they are on only one side."

**ID#:** 347

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Directions  
Signage

**Comment:**

She wasn't sure where to catch the busses inside of Harvard Station.

**ID#:** 348

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Gap

**Comment:**

At Harvard, the gap between the platform and the train was okay for her walker.

**ID#:** 349

**User:** Joan



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Accessibility

**Comment:**

"Stepping off the bus in the Harvard station is really hard." With a big step down and no contrast, depth perception can be difficult for her.

**ID#:** 384

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Elevator

**Comment:**

The bus doors didn't stay open long enough for her to get inside after someone came out with a baby carriage.

**ID#:** 387

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

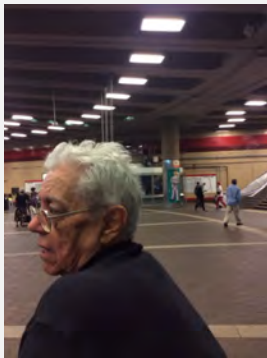
**Issues:** Elevator

**Comment:**

The emergency call button is right next to the floor buttons and not clearly marked. "I've hit that [emergency button] before by mistake."

**ID#:** 388

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Restroom  
Safety

**Comment:**

She believes the restroom in Harvard Station is too isolated so she would not feel safe using it.

**ID#:** 389

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

It's dark by the elevator which makes it hard for her to see what she's doing.

**ID#:** 390

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A3. Communication

**Issues:** Elevator

**Comment:**

"I don't know how to get onto this elevator." She couldn't find the buttons to work it.

**ID#:** 268

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A3. Communication

**Issues:** Elevator

**Comment:**

There is no feedback on the elevator buttons.

**ID#:** 269

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Restroom

**Comment:**

"The public restrooms are hard to find in the stations."

**ID#:** 270

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** MBTA Staff

**Comment:**

"I've never seen anybody there (in Charlie Card info desk) to ask for help."

**ID#:** 271

**User:** Sue





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

The Charlie card machine has a bad interface.  
"It's not clear which machine takes cash or credit."

**ID#:** 272

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Schedule

**Comment:**

The bus schedules that are located behind glass are hard to read. The font is too small. She prefers the papers ones.

**ID#:** 273

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Pay Phones

**Comment:**

The advertisements on the pay phone confused her.

**ID#:** 274

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Pay Phones

**Comment:**

"How do you use the TTY? It is too low to read it."

**ID#:** 275

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Turnstile

**Comment:**

"People who have the paper cards always struggle getting the card accepted by the machine."

**ID#:** 276

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Turnstile

**Comment:**

"Washington is tap,  
NY is swipe, I prefer tapping."

**ID#:** 277

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Safety

**Comment:**

"If the train is coming, I will run down the ramp. I know I shouldn't because it is dangerous."

**ID#:** 278

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Platform  
Gap

**Comment:**

The gap between train and platform in Harvard is okay, but in other stations it could be better.

**ID#:** 284

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

Most people don't know that they can add whatever amount they want to their card.

**ID#:** 300

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A3. Communication

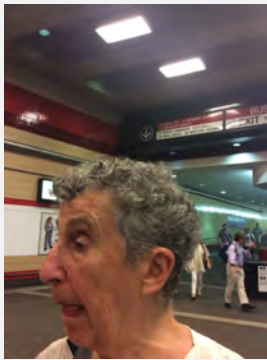
**Issues:** Elevator

**Comment:**

We waited a long time for the elevator and had no idea if it was working.

**ID#:** 371

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

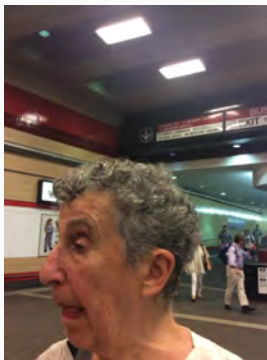
**Issues:** Lighting

**Comment:**

"I like it bright in stations. I think the lighting is fine." [Harvard Station]

**ID#:** 275

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Restroom  
Signage

**Comment:**

She didn't know where the public restrooms were located in Harvard Station.

**ID#:** 276

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** MBTA Staff

**Comment:**

Harvard Station is good when you are looking for staff for help, but that is not the case in other stations.

**ID#:** 277

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Directions

**Comment:**

She understands the Inbound/Outbound system but knows people new to the city have a hard time.

**ID#:** 279

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Accessibility  
Floor

**Comment:**

The ramps in Harvard Station are a little steep.

**ID#:** 280

**User:** Cynthia

**She doesn't like pictures.**

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** MBTA Staff

**Comment:**

She had a terrible experience where an MBTA staff was mean to her. She reported it, but did not hear anything back.

**ID#:** 242

**User:** Christen



**She doesn't like pictures.**

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

She is unable to read the bus schedules without her magnifier so she has to ask when her stop is coming up.

**ID#:** 246

**User:** Christen

**She doesn't like pictures.**

**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Elevator

**Comment:**

She usually uses the elevator.

**ID#:** 250

**User:** Christen

**She doesn't like pictures.**

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Escalator

**Comment:**

Getting on and off of the escalator is hard for her. "Maybe if they put a light at the end of the escalator, it would be better."

**ID#:** 252

**User:** Christen

**She doesn't like pictures.**

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

She can't lift her head up so she can't read the signage that is up too high.

**ID#:** 253

**User:** Christen





**She doesn't like pictures.**

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Turnstile

**Comment:**

She gets "nervous" trying to go through the turnstile when the station is crowded.

**ID#:** 254

**User:** Christen



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** User

**Comment:**

If he didn't know this station he would wander around the platform before figuring out how to get off of it. [Harvard Station]

**ID#:** 297

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

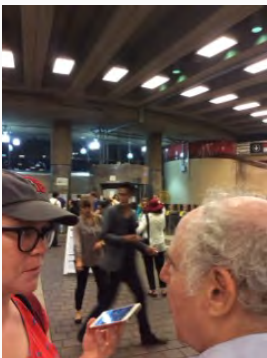
**Issues:** Escalator

**Comment:**

The metal strips along with the top of the escalator are noisy. "This is ideal, this is what you want on all tactile markers."

**ID#:** 298

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Way Finding

**Comment:**

Very large open areas can be hard for blind people. "it's a desert. I need to follow edges. Edges tell me where to go."

**ID#:** 299

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Way Finding

**Comment:**

He would ask a person nearby to tell him where he needs to go. "The problem is they usually know less than I do, so I end up telling them where they need to go."

**ID#:** 300

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

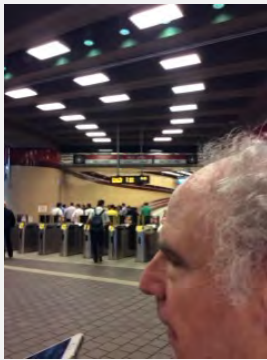
**Issues:** Restroom  
Signage

**Comment:**

He had no idea they had public restrooms in the stations. [Harvard Station]

**ID#:** 302

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Announcements

**Comment:**

It's not useful for him to hear the next train arrival time in the main part of the station. "I have no idea. I'm 200 feet away from it, you gotta put the information where it's useful."

**ID#:** 303

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

The Braille is located on a vertical surface making it difficult to read. He also had to crouch down in order to read it. "A 45-degree angle is best."

**ID#:** 304

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

There are 2 types of Braille, Grade 1 and Grade 2. The information on the machine is written in Grade 2 Braille which is very complicated and only people who are blind from birth can read it. He learned Braille in his 40s and can only read Grade 1.

**ID#:** 305

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

He could not find the headphone jack. "I would have never found that if you didn't point it out."

**ID#:** 306

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

He didn't know how to make it repeat itself or clear to go back to the beginning. [Charlie card machine]

**ID#:** 307

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

"Five is the least you can add?"  
He thought that the other amount meant that it had to be more than five dollars.

**ID#:** 308

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

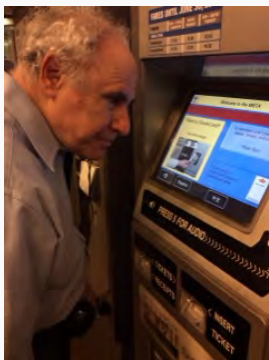
**Issues:** Charlie Card

**Comment:**

While trying to make it repeat, his time limit ran out. [Charlie card machine]

**ID#:** 309

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

"Where's the target? It says tap it to target?"

He couldn't find where you are supposed to tap the card.

**ID#:** 310

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

The key pad was not clear. "That x is much too small to be discernible as an x" The raised information needs to be much more robust.

**ID#:** 311

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

He thought the machine ended there [see image]. He had no idea the machine stretched out to the right.

**ID#:** 313

**User:** Jeffrey





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

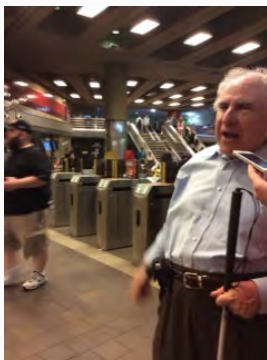
**Issues:** Charlie Card

**Comment:**

You have to line the card up perfectly to the target in order for it to register the card and add value.

**ID#:** 314

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Charlie Card

**Comment:**

He didn't know what the difference between a Charlie card versus ticket.

**ID#:** 315

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

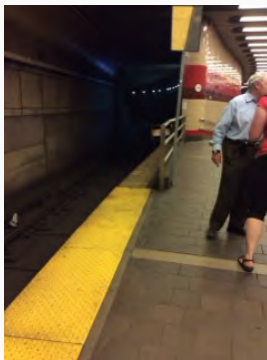
**Issues:** Way Finding  
Platform

**Comment:**

He always likes to stay away from the edges of the platform. He did not know in Harvard Station, there is a ramp to the right for the outbound trains. the outbound He always used the stairs.

**ID#:** 317

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Floor  
Platform

**Comment:**

He uses the wall to make his way up the ramp. On the right, the barrier wall suddenly ends. [see image]

**ID#:** 318

**User:** Jeffrey





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting  
Floor

**Comment:**

He uses the back wall to get around. The benches are not cane detectable.

**ID#:** 319

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Stairs

**Comment:**

He uses the handrails to navigate the stairs.

**ID#:** 321

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Stairs  
Platform

**Comment:**

He likes that the stairs are towards the back wall so he can find them. Stations where the stairs end just in the middle of the platform make it really hard for him find the stairs.

**ID#:** 322

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

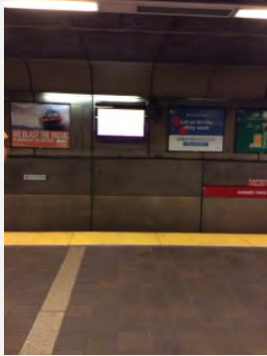
**Issues:** Announcements

**Comment:**

He thinks there needs to be more speakers located around the platform not just louder speakers.

**ID#:** 323

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Entrance / Exits / Connections

**Comment:**

It can be hard for him to find the door into the train.

**ID#:** 324

**User:** Jeffrey



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Doors

**Comment:**

"It's too loud in Harvard Station to hear the doors open."

**ID#:** 325

**User:** Jeffrey



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Gap

**Comment:**

He took a big step into the train.  
"You have to be careful about the gap."

**ID#:** 326

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

He did know you had to put one dollar in the machine to add the amount onto his card.

**ID#:** 349

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

He had a hard time finding and putting the dollar into the machine. "it didn't say if it took it or not."

**ID#:** 350

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

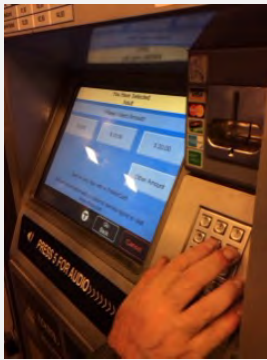
**Issues:** Charlie Card

**Comment:**

He was unable to add the dollar onto his card.

**ID#:** 351

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

"The credit card goes in vertically? That's not obvious!"

**ID#:** 352

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

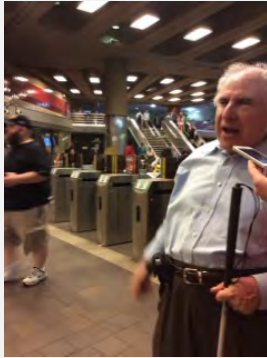
**Issues:** Charlie Card

**Comment:**

There's no volume control on the machine.

**ID#:** 353

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

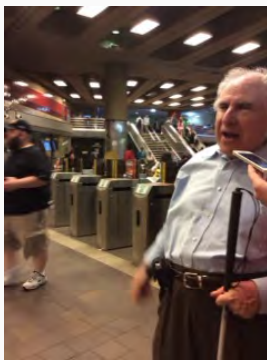
**Issues:** Turnstile

**Comment:**

He didn't know where to tap his card to get through the turnstile.

**ID#:** 354

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Accessibility

**Comment:**

He hits his head on the fans all the time.

**ID#:** 355

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Accessibility

**Comment:**

He didn't know there was a handrail on the ramp. [Harvard Station]

**ID#:** 356

**User:** Jeffrey



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Gap

**Comment:**

The gap could be more narrow at Harvard Station between the platform and the train.

**ID#:** 288

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Ambience

**Comment:**

He likes the music inside of Harvard Station.

**ID#:** 290

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Announcements

**Comment:**

At Harvard Station, he finds the travel announcements to be useful.

**ID#:** 291

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

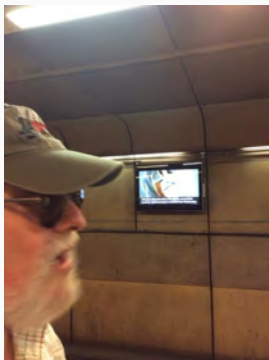
**Issues:** Platform

**Comment:**

The Harvard Station platforms are usually very crowded.

**ID#:** 292

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Ad screens

**Comment:**

The screens are annoying and distracting inside of Harvard Station.

**ID#:** 293

**User:** Paul





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** MBTA Staff

**Comment:**

There is always someone at Harvard Station, but not at other stations.

**ID#:** 294

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Cleanliness

**Comment:**

"During rush hour, I see more trash on the floor."

**ID#:** 295

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Directions

**Comment:**

"When I first moved to Cambridge, I had a really hard finding the 69 bus."

**ID#:** 296

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Directions

**Comment:**

"The signs says ALL BUSES THIS WAY but that's not the way to the 69 bus."

**ID#:** 297

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Turnstile

**Comment:**

"Sometimes it feels like the sensors don't see me fast enough." [referring to the turnstile]

**ID#:** 298

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule  
Signage

**Comment:**

To find the 69 (or a line he doesn't know well) he looks for the fold up bus schedules. If he doesn't find them, he will ask for help.

**ID#:** 299

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

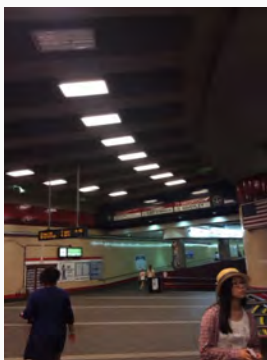
**Issues:** Signage

**Comment:**

I understand the Inbound/Outbound system, but I do understand how it can be confusing.

**ID#:** 300

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

The signage is not consistent.

**ID#:** 301

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

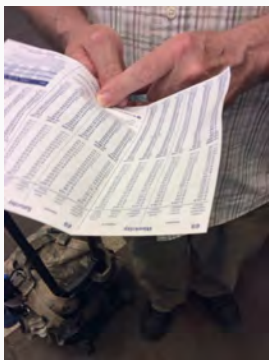
**Issues:** Schedule

**Comment:**

The asterisks system is confusing with the bus schedules. You have to be careful when reading it.

**ID#:** 303

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

The font is really small. [paper map schedule]

**ID#:** 304

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Restroom  
Cleanliness

**Comment:**

He thinks the public restrooms in stations are unsanitary.

**ID#:** 305

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

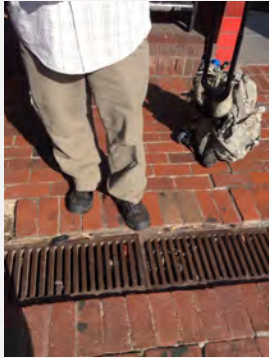
**Issues:** Restroom  
Signage

**Comment:**

He had a hard time finding the public restroom inside Harvard Station.

**ID#:** 306

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Floor  
Safety

**Comment:**

This grate is a tripping hazard.

**ID#:** 307

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Floor

**Comment:**

The cracks should be filled in on the sidewalks because they are a tripping hazard.

**ID#:** 308

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Floor

**Comment:**

The grates are filled with dirt, so they don't work.

**ID#:** 309

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sitting

**Comment:**

At Harvard Station, there is not enough seating on the platform.

**ID#:** 358

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

"A solution to INBOUND and OUTBOUND: Put the word BOSTON in large font, and INBOUND small."

**ID#:** 361

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

Certain parts of the station are not well lit so you cannot see the signs for the buses.

**ID#:** 277

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage  
Schedule

**Comment:**

He suggests more signage about the buses and where they are located.

**ID#:** 278

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Emergency Boxes

**Comment:**

There is inconsistency with the emergency boxes. Not sure where they are located.

**ID#:** 279

**User:** Steve





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** User

**Comment:**

According to Steve, Harvard Station is "one of the best designed stations." The sight lines are very helpful.



**ID#:** 280

**User:** Steve

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Maps  
Directions

**Comment:**

Steve is more inclined to use the handheld maps as opposed to the ones encased in the glass. The font size is too small.



**ID#:** 281

**User:** Steve

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

It is difficult to find the elevator in this station. [Harvard]



**ID#:** 282

**User:** Steve

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

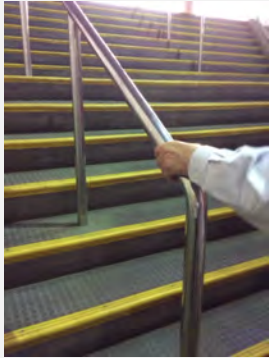
**Comment:**

According to Steve, "there is a lot of visual cacophony." He would prefer having lights on the signs.



**ID#:** 284

**User:** Steve



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Entrance / Exits / Connections

**Comment:**

He wishes that there were a lot more rails. He suggested to pairs of rails, 3 or 4 feet apart.

**ID#:** 285

**User:** Steve



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Elevator

**Comment:**

There are no signs to indicate where the elevator is located. Steve says, "the elevator looks like it has inferiority complex and wants to hide its identity."

**ID#:** 286

**User:** Steve



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** User

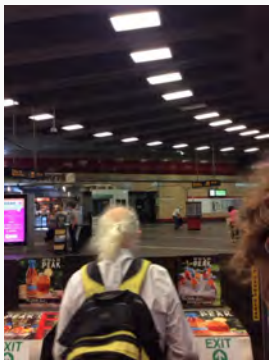
**Comment:**

"Harvard Station is my favorite station in Cambridge, because it is a well-designed station".

Steve thinks all the extension stations are "pretty nice."

**ID#:** 303

**User:** Steve



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Final Remarks about a Change that is Important to Let the MBTA Known

**Comment:**

"There are so many signs and too much information. Someone should sift through and figure out how to unify the information".

**ID#:** 307

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Ambience

**Comment:**

I really like the musicians here.

**ID#:** 314

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Platform

**Comment:**

The Harvard platforms are usually wide enough.

**ID#:** 318

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Emergency Boxes

**Comment:**

I never notice any pattern. They all have a lack of consistency.

**ID#:** 320

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Turnstile

**Comment:**

"The position of the machines is blocking the entrance on the turnstile"

**ID#:** 327

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

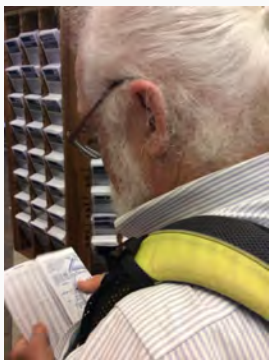
**Issues:** Schedule

**Comment:**

Generally I take the papers.

**ID#:** 328

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

"The fonts are very small in this printed schedule".

**ID#:** 329

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

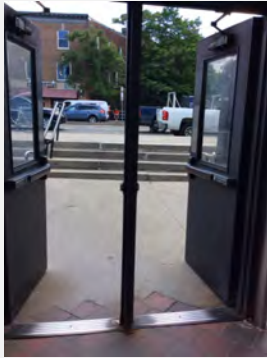
**Issues:**

**Comment:**

"The Inbound / Outbound works but its a problem to people that are not from here".

**ID#:** 335

**User:** Steve



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Doors

**Comment:**

People can run into the bar in the middle of this door pretty easily.

**ID#:** 344

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Escalator

**Comment:**

She doesn't like when people stand to the left on the escalators.

**ID#:** 345

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Stairs  
Escalator

**Comment:**

I generally take the stairs or walk up and down the escalators.

**ID#:** 346

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

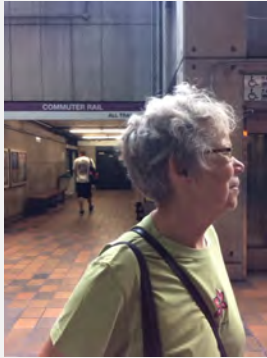
**Comment:**

"The contrast on the Commuter Rail signage doesn't draw my attention."

**ID#:** 347

**User:** Betty





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety

**Comment:**

For the most part, she feels safe in the subway.

**ID#:** 349

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Trash

**Comment:**

She prefers the open-top trash cans.

**ID#:** 351

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Restroom  
Cleanliness

**Comment:**

"It smells, but it's not terrible."

**ID#:** 352

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Restroom

**Comment:**

She never used the public restroom in Porter and wasn't sure where it was.

**ID#:** 353

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Escalator

**Comment:**

"I don't have problems with the height of the escalator in Porter."

**ID#:** 354

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Trash

**Comment:**

There should be more trash cans around.

**ID#:** 355

**User:** Betty



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Exits/Entrances

**Comment:**

She usually walks to the last car of the train and boards there because there are less people there.

**ID#:** 356

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** MBTA Staff

**Comment:**

I may ask someone, but "some people are helpful, some people don't know and some people tell you to go away."

**ID#:** 255

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Restroom

**Comment:**

He sometimes uses the restroom in Porter Station.  
"Usually there actually is soap in this one!"

**ID#:** 264

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety

**Comment:**

I need environments to be well lit and offer me a good sense of space to feel safe.

**ID#:** 265

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** MBTA Staff

**Comment:**

I feel safer if there are MBTA staff that I can see in the stations.

**ID#:** 266

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Escalator

**Comment:**

I will usually use the escalator in Porter Station unless I have a bunch of packages.  
Then I will take the elevator.

**ID#:** 267

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Floor

**Comment:**

When the floor is wet like this, I have to be extra careful.

**ID#:** 268

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting  
Platform

**Comment:**

There should be more benches on the platform in this station.

**ID#:** 269

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Lighting  
Platform

**Comment:**

"I like to sit on the left side of the platform because I like the way it's set back and it has better lighting."

**ID#:** 270

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

I actually like the benches with no handrails. Most of the time I have bags with me and they get caught on the handrails.

**ID#:** 271

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Gap

**Comment:**

When the train is crowded, he usually needs to jostle his way inside the T. He expressed he was worried he might get stuck in the gap.

**ID#:** 272

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

If the signs are not lit in the stations, I can't read what the station the train is stopped.

**ID#:** 273

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C5. Policy

**Issues:** Bus Driver

**Comment:**

I've had people say to me, "oh you don't look like you have a disability" particularly when I ask bus drivers to kneel the bus.

**ID#:** 275

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** Public

**Comment:**

People identify him easier as a PWD because he uses his cane and wears shorts to show the braces on his legs.

**ID#:** 276

**User:** Don





**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Escalator

**Comment:**

He usually uses the escalators when getting out of the stations.

**ID#:** 277

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** MBTA Staff

**Comment:**

"I rarely ask for help because a lot of the time the T employees are rude. If they are rude, my anger management will be set off."

**ID#:** 307

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Escalator

**Comment:**

"Generally I'm okay on escalators, but if there are people lined up on it I have to be careful because if one stumbles I will fall all over them."

**ID#:** 311

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Floor  
Platform

**Comment:**

"The tactile markers are very important to me. Particularly if the train or platform is crowded and I cannot see as well."

**ID#:** 312

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

"I always sit in priority seating because they are the closest to the door. If the train takes off when I'm not seated, I will fall."

**ID#:** 313

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Escalator

**Comment:**

She refuses to use the escalator at Porter Station because it is too steep.

**ID#:** 266

**User:** Cynthia



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Escalator

**Comment:**

The escalator at Porter Station is too steep.

**ID#:** 270

**User:** Cynthia



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Escalator

**Comment:**

She always has her hand on the rail while on an escalator or climbing the stairs.

**ID#:** 271

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Escalator

**She doesn't like pictures.**

**Comment:**

Steep heights are difficult for people with a brain injury. Therefore, the escalator at Porter Square is challenging for her.

**ID#:** 251

**User:** Christen



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

She always sits next to the door because there is a little extra room.

**ID#:** 357

**User:** Betty



**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Accessible sits

**Comment:**

She had never noticed the priority seating before.

**ID#:** 358

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Next Stop/Station

**Comment:**

Most of the time, the drivers will announce the wrong station on the train.

**ID#:** 359

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Next Stop/Station

**Comment:**

It's very loud inside the train, but I can usually hear the announcements.

**ID#:** 361

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

She always sits by the door because she doesn't like to have strangers on both sides of her.

**ID#:** 384

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

"I've noticed that the lights at the end of the train cars are sometimes broken."

**ID#:** 385

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Accessible seats

**Comment:**

"I think a lot of the time the accessible seats and entrances are not clearly marked."

**ID#:** 387

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Maps

**Comment:**

She can't read the map above the door and there are no lower maps.

**ID#:** 266

**User:** Aurora





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Accessibility  
Sitting

**Comment:**

She doesn't think the accessible seats are clearly marked. "Particularly in a crowded train, they are impossible to see."

**ID#:** 267

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

There is a lot of glare coming from the lights, so I can't read the signs inside the train.

**ID#:** 268

**User:** Aurora



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Accessibility

**Comment:**

When there are no seats, she asks people to get up because she has a disability. Usually someone will get up, but not immediately.

**ID#:** 269

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Noise

**Comment:**

It's extremely loud inside the train. "For people like me with neurological problems, it's the accumulation of over stimulation that can be the real problem."

**ID#:** 270

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Next Stop/Station

**Comment:**

She didn't notice the train display of the station announcements.

**ID#:** 271

**User:** Aurora



**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Signage

**Comment:**

It's hard to tell which station you are in when the train stops.

**ID#:** 272

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

She likes the fabric because she is less likely to slide.

**ID#:** 273

**User:** Aurora



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

She prefers to sit next to the door by a grab bar.

**ID#:** 274

**User:** Aurora



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Hold on  
Sitting

**Comment:**

It takes me longer to get out so I like to sit right next to the door and the grab bars.

**ID#:** 275

**User:** Aurora



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Floor

**Comment:**

Tactile queues are extremely important to her. She has balance issues and is epileptic so she is weary of the edge.

**ID#:** 276

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Public

**Comment:**

"Because my disability is not apparent, sometimes people get nasty and think I'm faking."

**ID#:** 355

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Next Stop/Station

**Comment:**

The station you are going into is not always displayed.  
"You'd have to be looking at the right time."

**ID#:** 356

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

She sits as far away from people because of the odor.

**ID#:** 357

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Hold on

**Comment:**

The straps on the T hurt her hands.

**ID#:** 358

**User:** Aurora



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

She always sits by the door.

**ID#:** 350

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Hold on

**Comment:**

While on the train, she had a hand on a bar the entire time.

**ID#:** 351

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Accessible seats

**Comment:**

She thinks the stops are announced enough so that people know where they are.

**ID#:** 352

**User:** Joan



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Safety

**Comment:**

Getting off the train is hard for her because she moves slowly so feels like she needs to stand up and go to the door before the train stops. However, the train jolts and she almost falls.

**ID#:** 354

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

She couldn't read the map on from where she was sitting on the other side of the train.

**ID#:** 355

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Accessibility  
Sitting

**Comment:**

She wishes there was a button by the priority seating that people could push to notify the driver if people need more help on the train.

**ID#:** 391

**User:** Joan





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Noise

**Comment:**

It's very loud in the train.

**ID#:** 392

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

It's annoying how people just stand by the door on the train.

**ID#:** 281

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Floor

**Comment:**

She likes the tactile floor markers. But can see them being tripping hazards

**ID#:** 282

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Signage  
Next Stop/Station

**Comment:**

It is hard for her to know what station she is going into because you can't read the name of the stops through the window.

"In NY they have a system that visually shows where you are."

**ID#:** 283

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Public

**Comment:**

She doesn't really like it when people offer her a seat.

**ID#:** 291

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Next Stop/Station  
Announcements

**Comment:**

You can rarely understand the announcements inside the train.

**ID#:** 373

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

She will stand if she's going only one stop. Anything longer than one stop, and she will find a place to sit.

**ID#:** 282

**User:** Cynthia



**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Accessibility  
Sitting

**Comment:**

She never noticed the priority seating.

**ID#:** 283

**User:** Cynthia



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Hold on

**Comment:**

She will always be holding on and prefers the grab bars. The straps are too high.

**ID#:** 284

**User:** Cynthia



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** User

**Comment:**

She prefers the trains over busses because they run more frequently.

**ID#:** 286

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

She thinks the lighting is fine inside the train.

**ID#:** 304

**User:** Cynthia

**She doesn't like pictures.**

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

Inside the train, she needs to sit down quickly before the bus driver starts moving.

**ID#:** 240

**User:** Christen



**She doesn't like pictures.**

**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Doors

**Comment:**

She gets worried the bus driver will close the door on her.

**ID#:** 245

**User:** Christen

**She doesn't like pictures.**

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting  
Accessibility

**Comment:**

The seats are too narrow for her because she has broad shoulders.

**ID#:** 248

**User:** Christen

**She doesn't like pictures.**

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Maps

**Comment:**

On the train she can't read the maps above the doors.

**ID#:** 249

**User:** Christen

**She doesn't like pictures.**

**Action:** D. GETTING OFF the

**Category:** D2. Information

**Issues:** Signage

**Comment:**

"It's hard to tell what station you are pulling into."

**ID#:** 257

**User:** Christen



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Accessibility

**Comment:**

On the T sometimes the doors will close on his stick and not open again.

**ID#:** 260

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Hold on

**Comment:**

He prefers the grab bars over the straps. He says that if you use the straps then your knees will be in the face of the people sitting.

**ID#:** 327

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety  
Accessibility

**Comment:**

He likes to stand by the door so he can get out of the train more easily.

**ID#:** 357

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting  
Accessibility

**Comment:**

He sits in priority seating, and people usually get up for him.

**ID#:** 283

**User:** Paul





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

He prefers the fabric seats because he doesn't really slide too much in them.

**ID#:** 284

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Next Stop/Station  
Announcements

**Comment:**

If the train is moving, he is unable to understand the announcements.

**ID#:** 285

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Noise

**Comment:**

"The noise doesn't really affect me, because I already have hearing loss."

**ID#:** 286

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Ambience

**Comment:**

"Sometimes if the AC isn't working it can get stale in here and it is kind hard to breath, but this is more an issue with the busses."

**ID#:** 287

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety

**Comment:**

The quality of trains is better than the busses. The badly maintained busses make me feel unsafe.

**ID#:** 289

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Trash

**Comment:**

The trains are dirty.

**ID#:** 359

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety

**Comment:**

"When there are creepy people on the train I put as much distance between them and myself."

**ID#:** 360

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Announcements

**Comment:**

The announcements are not very clear and often inaccurate. He ignores the announcements as much as possible.

**ID#:** 255

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Noise

**Comment:**

The noise of the train and the announcement from the conductor end up washing one another out.

**ID#:** 256

**User:** Steve



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

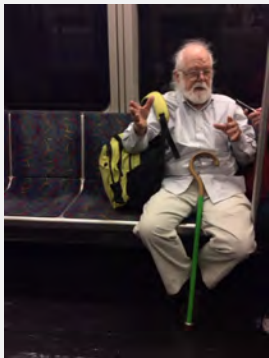
**Issues:** Sitting

**Comment:**

Steve always try to sit where he can see the station signs so he knows where he is at during the train ride.

**ID#:** 270

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

"Adequate back supports" for seats. The plastic material causes him to slide around but it is not too bad.

**ID#:** 297

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

Steve suggested to have the seats in the front go up and stay that way. It would pbe particularly helpful for people who are using a baby stroller or in a wheelchair.

**ID#:** 298

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

This signage on trains are too small.

**ID#:** 319

**User:** Steve



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

The drivers really do not know about other routes when asking for directions.

**ID#:** 306

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk  
Weather

**Comment:**

In the wintertime, the sidewalks can be dangerous.

**ID#:** 307

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

The brick sidewalks make it difficult to walk.

**ID#:** 308

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Signage

**Comment:**

The big T sign for this station is clear "Big T like that".

**ID#:** 310

**User:** Betty





**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Accessibility

**Comment:**

The entrance by the Harvard gate is not accessible.

**ID#:** 311

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Directions

**Comment:**

I've noticed the Inbound/Outbound thing is very confusing for people who are new to the city.

**ID#:** 313

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Accessibility

**Comment:**

The environment around Porter is not pedestrian-friendly: "bad desire lines".

**ID#:** 341

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Signage

**Comment:**

The connection between the T line and the Commuter Rail is not clear.

**ID#:** 342

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Maps

**Comment:**

She didn't noticed the maps outside of Porter Station, until we pointed it out.

**ID#:** 343

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Trash

**Comment:**

She doesn't like the solar compacter. They are usually really gross on the inside.

**ID#:** 367

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Noise

**Comment:**

She is usually really sensitive to noise on the street.

**ID#:** 369

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sitting

**Comment:**

She carries a plastic bag with her to sit on for public places because she doesn't want to get her pants dirty.

**ID#:** 370

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A5. Policy

**Issues:** Cleanliness  
Weather

**Comment:**

The non-major bus stops are not very good at clearing away the snow.

**ID#:** 375

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A1. Environment

**Issues:** Weather

**Comment:**

It's really hard getting on and off busses when the stops are not cleared. This happens a lot.

**ID#:** 376

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A1. Environment

**Issues:** Entrance / Exits / Connections

**Comment:**

The direction I am coming from determines which entrance I use.

**ID#:** 377

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station      **Category:** B5. Policy

**Issues:** Cleanliness

**Comment:**

"I wish they did a better job at keeping the system clean. It makes a bad impression to those that are visiting the city."

**ID#:** 379

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Way Finding

**Comment:**

Major terminals inside the stations is where I typically get confused.

**ID#:** 386

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Signage

**Comment:**

She could see the yellow really clearly and the size and contrast of the numbers where appropriate.

**ID#:** 307

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

She wishes there were more bench options in Harvard Square.

**ID#:** 314

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Crosswalk

**Comment:**

The audio signal in Central sounds like a drum which is confusing.

**ID#:** 315

**User:** Aurora





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Crosswalk

**Comment:**

She likes the countdown crosses because she's slower and can make better decisions on when to go.

**ID#:** 316

**User:** Aurora



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Floor

**Comment:**

She prefers the grates to the solid metal because solid metal gets slippery.

**ID#:** 334

**User:** Aurora



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

She prefers the cement sidewalks.

**ID#:** 336

**User:** Aurora



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

Inman Square is really hard to cross. It's a six-point intersection.

**ID#:** 337

**User:** Aurora





**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

She prefers the intersections that stop all traffic and allow all the pedestrians walk at once.

**ID#:** 338

**User:** Aurora



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A3. Communication

**Issues:** Crosswalk

**Comment:**

She didn't have enough time to cross the streets in Inman Square.

**ID#:** 339

**User:** Aurora



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

There are no tactile markers at the Hampshire Street crossing.

**ID#:** 340

**User:** Aurora



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A3. Communication

**Issues:** Crosswalk

**Comment:**

There are no audio signals in Inman Square.

"This is a crazy intersection they should have the audio signals."

**ID#:** 341

**User:** Aurora



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

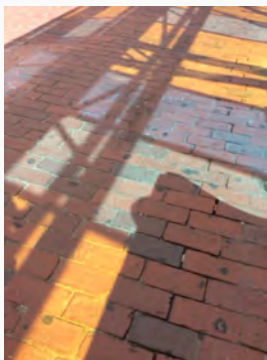
**Issues:** Charlie Card

**Comment:**

She wishes that tickets could get stamped or marked when it there is no more value.

**ID#:** 343

**User:** Aurora



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

Brick sidewalks are challenging and are a trip hazard.

**ID#:** 239

**User:** Don



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Distance

**Comment:**

I think the distance between the stops are "generally okay."

**ID#:** 244

**User:** Don



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

"Sound really helps me, particularly at night, when I have more cognitive overload."

**ID#:** 245

**User:** Don



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Stairs  
Exits/Entrances

**Comment:**

"Where I enter the station depends on how tired I am".

**ID#:** 246

**User:** Don



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

Most of the time, I can get across Mass Ave in time, but if there is a lot of wind I have to be really careful.

**ID#:** 280

**User:** Don



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Pay Phones

**Comment:**

He doesn't really notice or use pay phones.

**ID#:** 283

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** User

**Comment:**

He uses the Charlie Card for PWD. He said it was pretty easy to get.

**ID#:** 290

**User:** Don



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Directions

**Comment:**

He uses Apps to plan his trip.

**ID#:** 293

**User:** Don



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

One time during winter the driver stopped right in front of a patch of ice. This was really dangerous.

**ID#:** 299

**User:** Don



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Signage

**Comment:**

"I have no idea where to get the 91 bus." It does not have clear signage.

**ID#:** 239

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

"Using a walker on bricks is hard"

**ID#:** 240

**User:** Joan





**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

"To cross the street, I mostly watch the countdown signs"

**ID#:** 241

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Safety

**Comment:**

She is very nervous around bikes.

**ID#:** 242

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Floor  
Sidewalk

**Comment:**

She doesn't go out in the wintertime because the sidewalks and bus stops are not cleared.

**ID#:** 243

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Schedule

**Comment:**

When coming from Mass Ave, there is no sign indicating the 91 bus stop.

**ID#:** 245

**User:** Joan





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

"I didn't last year but I need more places to sit now."

**ID#:** 250

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

She prefers cement sidewalks over brick sidewalks.

**ID#:** 279

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

She prefers the crosswalks to have the countdown.

**ID#:** 280

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

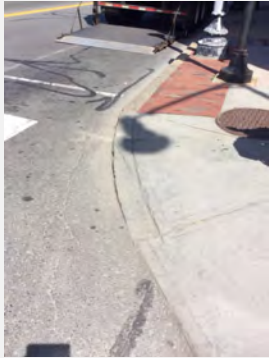
**Issues:** Safety  
Sidewalk

**Comment:**

The Inman Square intersection feels unsafe because cars are turning when you are trying to walk across.

**ID#:** 281

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Floor  
Accessibility

**Comment:**

The tactile markers are too bumpy for her to use a walker.

**ID#:** 282

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Floor

**Comment:**

Ramps can be hard for her, going with us she would prefer to step up but she's used to the slope going down.

**ID#:** 284

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Trash

**Comment:**

She prefers the open trash cans because the compactors are awkward to use.

**ID#:** 290

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

"The street lights and the walk lights are a little off."  
Cars were still turning when we got the walk light.

**ID#:** 295

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Distance

**Comment:**

Getting off of the 69 and then having to go all the way to the Harvard Station, down the stairs, and then up or down the ramps is challenging.

**ID#:** 312

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

"Harvard doesn't shovel the sidewalks."

**ID#:** 314

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Floor  
Sidewalk

**Comment:**

The ramp is a little steep and the tactile marker is bumpy which makes her feel unsafe.

**ID#:** 316

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Safety  
Sidewalk

**Comment:**

The bicycles go through red lights and onto the sidewalks. "I've fallen when a bike zipped by me."

**ID#:** 317

**User:** Joan



**Action:** D. GETTING OFF the

**Category:** D2. Information

**Issues:** Signage  
Directions

**Comment:**

"The Inbound/Outbound signs are not clear at all."

**ID#:** 370

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A5. Policy

**Issues:** Special passes

**Comment:**

"I wish I could get a senior pass at stores in the area such as CVS."

**ID#:** 372

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A3. Communication

**Issues:** Charlie Card

**Comment:**

She said she has too many cards and wishes that the Charlie card could be something other than a card.

**ID#:** 373

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Charlie Card

**Comment:**

Adding money to the card on the bus is confusing to her.

**ID#:** 374

**User:** Joan





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Accessibility

**Comment:**

"On the 69 route they still have those old step-up busses."

**ID#:** 382

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** Bus

**Comment:**

Sometimes the driver will ask people to "get up" if the bus is really crowded.

**ID#:** 383

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

When crossing Mass Ave, we have the walk sign and the cars have a green to turn. "I've almost been hit several times crossing here."

**ID#:** 239

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

Brick sidewalks are uneven and are very difficult to use.

**ID#:** 240

**User:** Sue





**Action:** C. BOARDING Bus / Train

**Category:** C5. Policy

**Issues:** Bus Driver

**Comment:**

The bus driver doesn't always stop exactly at the bus stop.

**ID#:** 247

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

It's not a problem when crossing Cambridge Street if you wait for the light.

**ID#:** 248

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Weather

**Comment:**

She prefers a three-sided bus stop. She says it provides more protection from the weather.

**ID#:** 249

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule  
Directions

**Comment:**

She uses her smart phone to plan her trip and see when busses are arriving.

**ID#:** 250

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

Crossing Hampshire Street can be challenging because cars are turning when you have a walk sign.

**ID#:** 252

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Signage

**Comment:**

The signage is pretty consistent in Cambridge for bus stops.

**ID#:** 253

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Trash

**Comment:**

She prefers the open trash receptacles compared to the compactors because the compactors require two hands

**ID#:** 254

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** Public

**Comment:**

People biking on the sidewalk makes it difficult to navigate.

**ID#:** 262

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Bus/Train shield (straps)

**Comment:**

"This is a nice shelter. It is roomy and has lights."  
(Harvard)

**ID#:** 263

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Entrance / Exits / Connections

**Comment:**

If you use the entrance on Church Street at Harvard, you cannot get to the busses without paying twice.

**ID#:** 264

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Floor  
Sidewalk

**Comment:**

The grates in the sidewalk are slippery.

**ID#:** 265

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** Public

**Comment:**

The cyclists that don't follow traffic laws endanger pedestrians and "make us look bad." (she is a cyclist)

**ID#:** 266

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

She prefers the intersections because they all have traffic stops for pedestrians.

**ID#:** 295

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

"When I hit the crosswalk button then don't wait for it to give me the walk sign I feel guilty because after I've gone and the walk sign goes on I will have stopped traffic for no reason."

**ID#:** 296

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** bus shelter

**Comment:**

She doesn't like open bus shelters because you are subjected to the elements of the weather.

**ID#:** 297

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A3. Communication

**Issues:** Crosswalk

**Comment:**

There is no way of knowing if the crosswalk button is working.

**ID#:** 298

**User:** Sue





**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** User

**Comment:**

She chooses her route based on what least amount of walking time.

**ID#:** 196

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Bus Shelter

**Comment:**

There should be more benches. "This is a popular stop"

**ID#:** 259

**User:** Cynthia



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A5. Other

**Issues:** Policy

**Comment:**

In her opinion, she thinks the 68 bus should be rerouted to the 69 bus route.

**ID#:** 262

**User:** Cynthia



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Floor

**Comment:**

Brick sidewalks make it really hard for her to walk.

**ID#:** 263

**User:** Cynthia





**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

There is often a puddle by the curb cuts.

**ID#:** 264

**User:** Cynthia



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

She uses the curb cuts to minimize climbing steps.

**ID#:** 265

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

She prefers the paper schedules and picks them up whenever she sees them.

**ID#:** 272

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

She'd like to see more street stops listed on the schedules.

**ID#:** 273

**User:** Cynthia



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

"Central Square is really bad in the winter when it comes to clearing the sidewalks."

**ID#:** 293

**User:** Cynthia



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

The brick sidewalks make it difficult for her to walk. "I have to keep my eyes on the ground."

**ID#:** 294

**User:** Cynthia



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A3. Communication

**Issues:** Crosswalk

**Comment:**

She always waits for the walk signs.

**ID#:** 296

**User:** Cynthia



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Safety

**Comment:**

Due to all the ice in the wintertime, she feels unsafe at crosswalks.

**ID#:** 299

**User:** Cynthia



**Action:** C. BOARDING Bus / Train

**Category:** C5. Policy

**Issues:** Bus Driver

**Comment:**

She thought that they didn't lower the bus because she had two "young" people with her.

**ID#:** 301

**User:** Cynthia



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Floor

**Comment:**

The brick sidewalk is hard to walk with her cane. She needs an even surface to walk safely.

**ID#:** 196

**User:** Christen



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Maps  
Way finding

**Comment:**

She uses the MBTA website to plan a trip.

**ID#:** 242

**User:** Christen



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** User

**Comment:**

He calls the MBTA to plan his trip. He often has to ask them for much more detailed information than what they provide due to his low vision.

**ID#:** 196

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A5. Policy

**Issues:** Special Passes

**Comment:**

He has a disability pass. His only complaint is he cannot register his card. So if it gets lost, he has to go through the entire process again.

**ID#:** 239

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A3. Communication

**Issues:** Crosswalk

**Comment:**

We usually found the audio signal to cross is not right at the crosswalk.

**ID#:** 240

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A3. Communication

**Issues:** Crosswalk

**Comment:**

Cambridge doesn't have the tactile markers at crosswalks.

**ID#:** 241

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A2. Information

**Issues:** Accessibility

**Comment:**

He doesn't really read Braille too much, but he has noticed the MBTA Braille quality is poor.

**ID#:** 243

**User:** Jeffrey





**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Way Finding

**Comment:**

When getting from 83 bus to the 69 bus, he would need very detailed information.

**ID#:** 270

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

He prefers the smooth sidewalks because the breaks in the sidewalks are "potential information" for him. "Bumpy surface can mask useful information, it's like background noise."

**ID#:** 271

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A3. Communication

**Issues:** Crosswalk

**Comment:**

There are no call buttons to cross the street here.

**ID#:** 272

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A3. Communication

**Issues:** Crosswalk

**Comment:**

If there is no audio to cross the street, she will listen to the traffic noises to know when to cross.

**ID#:** 273

**User:** Jeffrey





**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Weather

**Comment:**

"The cane is almost useless in the snow."

**ID#:** 277

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** MBTA Staff

**Comment:**

When calling the MBTA, it is important for staff to provide street names. That way, he ask people how to get around. "Most of the time the people at the MBTA clearly don't use the T so they just say go around the corner."

**ID#:** 279

**User:** Jeffrey



**Action:** D. GETTING OFF the

**Category:** D5. Policy

**Issues:** Bus diver  
Bus Stop

**Comment:**

The bus driver let us a short distance away from the shelter.  
"I need them to stop at the same place every time."

**ID#:** 288

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Accessibility

**Comment:**

He needs the strips to "rumble." This strip has been cemented down so it doesn't make the resonance. "It's not so much that you feel the bumps but that you hear the bumps. If you are feeling. then it's too late."

**ID#:** 291

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Accessibility

**Comment:**

These tactile strips don't make sound when he skims his cane across them so he misses them completely. "Bumbles in the sidewalk is just as bad as the sidewalk."

**ID#:** 293

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Entrance / Exits / Connections

**Comment:**

He had no idea there was a rail at this entrance. [Harvard Station]

**ID#:** 294

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Escalator

**Comment:**

He finds the metal strip very useful at indicating he is coming up to an escalator.

**ID#:** 295

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Escalator

**Comment:**

It would be ideal if there was a rail that led him to the moving hand rail of the escalator. "The first thing you touch is moving, so you better be ready."

**ID#:** 296

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Accessibility  
Crosswalk

**Comment:**

No tactile markers in Central Square.

**ID#:** 330

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Floor

**Comment:**

According to Jeffrey, the brick feels like poorly maintained sidewalks.

**ID#:** 337

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Signage  
Accessibility

**Comment:**

He will ask people to tell him where the bus stops are located because he is unable to see the signs clearly.

**ID#:** 338

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Accessibility

**Comment:**

He has a hard time detecting fire hydrants with his cane.

**ID#:** 340

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Accessibility

**Comment:**

Poles in the middle of the sidewalk are really dangerous for him.

**ID#:** 341

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A3. Communication

**Issues:** Crosswalk

**Comment:**

Call buttons to cross the street need to "beep," otherwise, he cannot find them.

**ID#:** 342

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk  
Floor

**Comment:**

He finds the tactile markers at intersections very useful.  
"But they don't seem to have them in Cambridge."

**ID#:** 343

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** User

**Comment:**

The more information he can gather, the more confident he feels. "I was on a train in Atlanta and they said 'the doors are closing, the train is moving...' it was great!"

**ID#:** 344

**User:** Jeffrey





**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

Rather than use the crosswalks, we decide to enter Harvard Station in order to get to the other side of the street.

**ID#:** 347

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A5. Policy

**Issues:** Charlie Card

**Comment:**

The form to get a disability pass doesn't have a space for people with chronic illnesses. He has diabetes and high blood pressure.

**ID#:** 239

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A2. Information

**Issues:** Way Finding  
Directions

**Comment:**

"Generally I plan my trips using the Google Maps. I hate MBTA website."

**ID#:** 240

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk  
Floor

**Comment:**

"When they remove a light post (or something that's been bolted into the sidewalk) often they don't shave down those bolts left in the sidewalk, I trip on them all the time."

**ID#:** 241

**User:** Paul





**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

He really doesn't use crosswalks. Rather he just looks for cars before crossing the street.

**ID#:** 242

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk  
Floor

**Comment:**

When the surface changes, cracks are more likely to form.

**ID#:** 244

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Entrance / Exits / Connections

**Comment:**

At T stations, the snow clearing is adequate.

**ID#:** 310

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

He doesn't wait for cross signs.

**ID#:** 311

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A5. Policy

**Issues:** Bus

**Comment:**

The old buses have a tendency to break down frequently.

**ID#:** 313

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A1. Environment

**Issues:** Distance

**Comment:**

"I don't know why the 69 bus can't be caught inside of the station, it would be way better."

**ID#:** 314

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

The tree's roots push up the brick, making a tripping hazard.

**ID#:** 315

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A1. Environment

**Issues:** Accessibility  
Floor

**Comment:**

He finds the tactile markers very useful when coming to an intersection.

**ID#:** 316

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A2. Information

**Issues:** Signage  
Directions

**Comment:**

Coming from the 69 bus, there is no visible sign where the next bus stop to take the 91 bus to Central Square.

**ID#:** 339

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

He never uses the call buttons to cross the street.

**ID#:** 340

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A1. Environment

**Issues:** Floor  
Accessibility

**Comment:**

This tactile markers are all torn up. [see image]

**ID#:** 341

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

He doesn't use curb cuts.

**ID#:** 342

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** Policy

**Comment:**

He knows the fine for jaywalking is a dollar, so he doesn't care. He jaywalks all the time.

**ID#:** 343

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** Cleanliness

**Comment:**

"The MBTA does an okay job clearing the snow, but the public doesn't, so it can be hard walking to the bus stop."

**ID#:** 347

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Cleanliness

**Comment:**

"The more trash cans you see the less trash on the ground there is."

**ID#:** 363

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule  
Directions

**Comment:**

When you take the MBTA you have add extra time because it is not busses and trains are not consistent.

**ID#:** 365

**User:** Paul





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** Schedule

**Comment:**

The number 1 bus is always crowded. They need to have more busses on that line.

**ID#:** 367

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** Maintenance

**Comment:**

"My biggest complaint is the lack of maintenance on those old busses with the steps up. They break down all and time and should just be discontinued."

**ID#:** 368

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk  
Crosswalks

**Comment:**

There is no synchronization with the crosswalk. His suggestion is to make 2 11-foot wide crosswalks raised from the street and flush it out to the sidewalks.

**ID#:** 287

**User:** Steve



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

Not an inconvenience, but would be nicer if the sidewalk was better.

**ID#:** 289

**User:** Steve





**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** User

**Comment:**

His favorite bus line is that he takes the most.  
"Is the 66 to Brookline because he lives there".  
I prefers trains to buses."

**ID#:** 304

**User:** Steve



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** Final Remarks about Public Transit System

**Comment:**

Another public transit systems that were simple or really intuitive is Beijing. Is simple because it was just one straight line.  
The trolleys in Holland and Belgium were "just everywhere." It was easy to catch them.

**ID#:** 305

**User:** Steve



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Final Remarks about the T

**Comment:**

Steve describes the T as: "it is really good, but its pattern is stellar" meaning it starts from a radius then goes out.

**ID#:** 306

**User:** Steve



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Crosswalk

**Comment:**

"In my opinion cross lights to cross walk don't mirrors the transit flows"

**ID#:** 345

**User:** Steve



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Crosswalk

**Comment:**

"I do not look to the the signs or listen, I just see if the cars are coming or not"

**ID#:** 349

**User:** Steve



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A5. Policy

**Issues:** Signage

**Comment:**

Some bus stops do not have signs.

**ID#:** 309

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sitting

**Comment:**

The bench at the bus stop was narrow.

**ID#:** 308

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Ambience

**Comment:**

While at the bus stop a bus idled there for 5 minutes, making it very hard for her to breathe.

**ID#:** 313

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

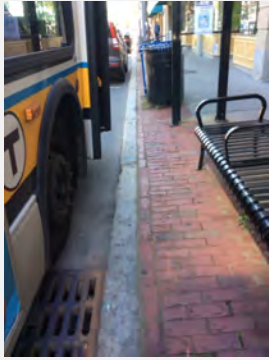
**Issues:** Bus Shelter  
Weather

**Comment:**

She prefers a 3 sided shelter.

**ID#:** 333

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

In this bus shelter located at Mass Ave, she appreciates the benches that have a back.

**ID#:** 365

**User:** Aurora



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

The 1 bus didn't pull all the way up to the curb.

**ID#:** 295

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

The bus pulled over so that the entrance was blocked by two poles.

**ID#:** 296

**User:** Don



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Bus Shelter

**Comment:**

She thinks there should be maps and schedules by all bus stops.

**ID#:** 246

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Bus Shelter

**Comment:**

Her walker has a seat so she doesn't usually go inside the shelter.

**ID#:** 247

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Announcements

**Comment:**

The sign on the bus said "out of service" but it actually was 33 bus.

**ID#:** 248

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

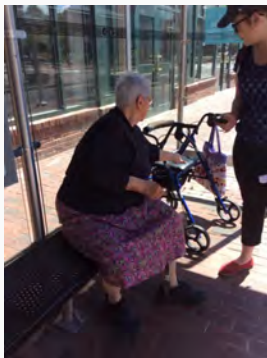
**Issues:** Bus Shelter

**Comment:**

"This shelter is very drafty."

**ID#:** 249

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

"The metal benches are cold."

**ID#:** 251

**User:** Joan





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Maps

**Comment:**

The maps inside of the bus shelter at Central are a little confusing to her. "It's too busy."

**ID#:** 252

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

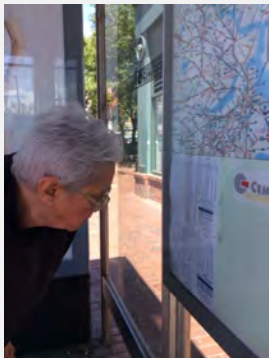
**Issues:** Schedule

**Comment:**

The schedule maps inside of the bus shelter at Central tells you where the bus lines are but not where they go.

**ID#:** 253

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

They are too low to read.

**ID#:** 254

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

The bus schedules are usually accurate: "Give or take 5 minutes."

**ID#:** 255

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

She uses her hands to push herself up off of the bench.  
"Bars don't really help me."

**ID#:** 257

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sitting

**Comment:**

The benches should have a back rest.

**ID#:** 258

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Bus Shelter

**Comment:**

When trying to get into the shelter, there is a orange paper holder in the way.

**ID#:** 286

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

The bench in Inman Square is too low for her to get up.

**ID#:** 287

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

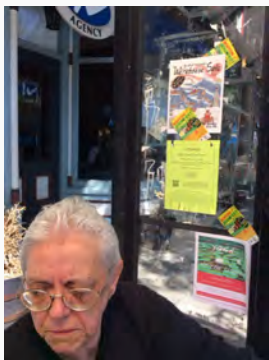
**Issues:** Signage

**Comment:**

The bus sign is pretty easy to read.

**ID#:** 288

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

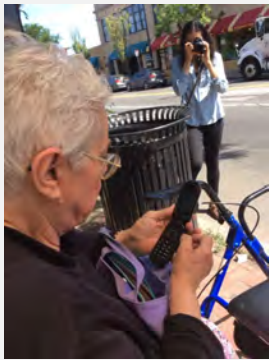
**Issues:** Schedule  
Maps

**Comment:**

"There are no maps or schedules in this shelter."

**ID#:** 289

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Schedule

**Comment:**

She calls the MBTA when she wants to know when the next bus is arriving.

**ID#:** 291

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Schedule

**Comment:**

When she calls, she usually asks "when are they supposed to be here and when will it actually be here."

**ID#:** 292

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** Schedule

**Comment:**

The 69 and the 1 bus lines are the worst when it comes to being arriving on time.

**ID#:** 294

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

Most drivers didn't wait for her to sit when she uses the cane. When she uses the walker, drivers mainly wait.

**ID#:** 296

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Entrance / Exits / Connections

**Comment:**

If she knows a bus stop is particularly hard for her to use, she will walk to the next stop.

**ID#:** 309

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Safety

**Comment:**

She likes the clear sides of the shelter for safety and so the bus driver sees you are there.

**ID#:** 375

**User:** Joan





**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A2. Information

**Issues:** Signage

**Comment:**

The bus signs face the street so pedestrians don't have easy access.

**ID#:** 376

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station      **Category:** B1. Environment

**Issues:** Safety

**Comment:**

She doesn't like the idea of being in an enclosed in a shelter with strangers. The glass makes her feel safer.

**ID#:** 377

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station      **Category:** A1. Environment

**Issues:** Sitting

**Comment:**

The metal benches are difficult because they are slippery.

**ID#:** 378

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station      **Category:** B1. Environment

**Issues:** Bus Shelter

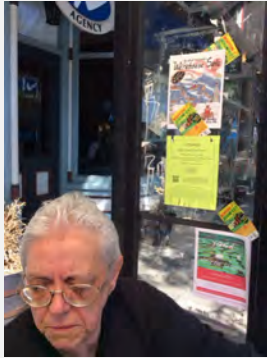
**Comment:**

She doesn't like the plastic roof of the shelter in Inman Square because it looks really dirty.

**ID#:** 380

**User:** Joan





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Bus Shelter

**Comment:**

She likes the "openness" of the shelter on Inman Street.

**ID#:** 381

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** Accessibility  
Bus Stop

**Comment:**

"I wish they would standardize the curb cuts at all bus stops."

**ID#:** 385

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Schedule

**Comment:**

When she called the MBTA, the operator told her the 69 bus would be arriving at the stop in 10 minutes. It actually took the bus 20 minutes to arrive.

**ID#:** 386

**User:** Joan



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Bus Shelter

**Comment:**

On the left is too small (because of this people generally take shelter in the doorways)

That one on the middle is much better (because it's bigger) but there isn't enough shelter

**ID#:** 241

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** Schedule

**Comment:**

The 69 bus doesn't run very often and it is such an important line.

**ID#:** 251

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

"This seating works for me."

**ID#:** 255

**User:** Sue



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Bus Shelter

**Comment:**

There are no shelters to get the 69 bus at the Lechmere stop.

**ID#:** 240

**User:** Cynthia



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A5. Other

**Issues:** Planning

**Comment:**

She doesn't have a smart phone but asks people around her to tell her then the next bus is arriving.

**ID#:** 241

**User:** Cynthia



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Bus Shelter

**Comment:**

Since there is no shelter [Lechmere Station] we have to wait underneath the underpass.

**ID#:** 242

**User:** Cynthia



**Action:** D. GETTING OFF the

**Category:** D5. Policy

**Issues:** Bus Driver

**Comment:**

Sometimes the bus will stop in front of a big puddle.

**ID#:** 258

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

The new benches at Harvard Station are great.

**ID#:** 260

**User:** Cynthia



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sitting

**Comment:**

The metal benches get really hot in the summertime.

**ID#:** 297

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

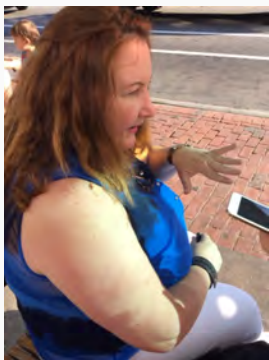
**Issues:** Bus Shelter

**Comment:**

She likes to have her back against something so she knows people won't run into her from behind.

**ID#:** 239

**User:** Christen



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting  
Entrance / Exits / Connections

**Comment:**

She feels like the bus can't see her when she is sitting on the bench.

**ID#:** 247

**User:** Christen



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

"Good lighting is key for me to see anything."

**ID#:** 279

**User:** Christen



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

At the bus stop, he is looking for the bus schedule on the signs where it indicated which busses stop there.

**ID#:** 242

**User:** Jeffrey





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Bus Shelter

**Comment:**

He refuses to use the bus shelter because he is worried the bus driver will not see him.

**ID#:** 244

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** User

**Comment:**

He uses Jaws and the MBTA site. "It's pretty good, except if you are trying to read a bus schedule. That's impossible!"

**ID#:** 269

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Bus Shelter

**Comment:**

The shelters that are open like this one, don't give you much coverage.

**ID#:** 274

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

This bench was not cane accessible. "I need stuff on the ground, a chair that only has legs there is about a 20% chance I will miss it."

**ID#:** 275

**User:** Jeffrey





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting  
Accessibility

**Comment:**

Benches that don't have a back confuse him. He often uses the back of benches to orient himself. "hopefully the bench faces so street, so if I find the bench I can figure out which direction is the street."

**ID#:** 276

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** Accessibility

**Comment:**

"Some bus stops have addresses. That is useful but should be made more available."

**ID#:** 280

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

"I think the T is trying to make the seats good enough to sit on but not too steep, which basically ends up pleasing nobody."

**ID#:** 290

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Bus Shelter

**Comment:**

He wishes there was a way for him find where the bus shelters are located.

**ID#:** 339

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Bus Shelter

**Comment:**

The design of this shelter looks "clunky."

**ID#:** 317

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Bus Shelter

**Comment:**

He prefers the shelters with three walls. Not like this one [see image].

**ID#:** 337

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Sidewalk

**Comment:**

He feels unsafe when cars park in front of bus stops. He is usually afraid the car will hit him.

**ID#:** 344

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Signage

**Comment:**

There should be signs on both sides of the bus shelters, indicating what lines are there.

**ID#:** 345

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

I wish that there was real time information about when the next bus is coming.

**ID#:** 346

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Bus Shelter  
Cleanliness

**Comment:**

"This bus shelter is at least clean"

**ID#:** 355

**User:** Steve



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Bus Shelter  
Sitting

**Comment:**

"These seats became hot on the summer." [see image]

**ID#:** 356

**User:** Steve



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Sitting

**Comment:**

The black seats get "awfully hot" in the sun because the overhang is so small. Steve suggestion is to do away with the black seats.

**ID#:** 375

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Public

**Comment:**

It bothers me when people take two seats.

**ID#:** 192

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** Bus Driver

**Comment:**

When getting on the 1 bus, the driver didn't pull up to the curb.

**ID#:** 194

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Noise

**Comment:**

It bothers me when people are listening to there music really loud on the bus and I can hear it.

**ID#:** 302

**User:** Betty



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Bus driver  
Getting off the train/bus

**Comment:**

Getting off of the 1 bus, the driver did pull up to the curb.

**ID#:** 303

**User:** Betty





**Action:** D. GETTING OFF the

**Category:** D2. Information

**Issues:** Announcements  
Next Stop/Station

**Comment:**

Bus announcements are important to know the upcoming stops.

**ID#:** 305

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** Bus Driver

**Comment:**

When she asks bus drivers to pull up the curb, they are usually very rude.

**ID#:** 371

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

On the bus, she prefers to sit in the front because its easier.

**ID#:** 372

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Public

**Comment:**

For the most part, people offer her a seat. "When this first started happening I was like "What?" do I look that old?"

**ID#:** 373

**User:** Betty





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

She wishes there was better lighting in the front of the bus.

**ID#:** 374

**User:** Betty



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

He always sits in priority seating.

**ID#:** 240

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Next Stop/Station

**Comment:**

A lot of the time the announcements aren't working.

**ID#:** 241

**User:** Don



**Action:** D. GETTING OFF the

**Category:** D5. Policy

**Issues:** Bus Driver

**Comment:**

Drivers will often start moving before I get a chance to sit down.

**ID#:** 292

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Public

**Comment:**

"People usually get up for me or I can make my way to another seat."

**ID#:** 297

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting  
Hold on

**Comment:**

He usually sits on the right side of the bus, by a grab bar if he can.

**ID#:** 298

**User:** Don



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

She had a bus driver shut a door on her.

**ID#:** 239

**User:** Christen

**She doesn't like pictures.**

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Next Stop/Station

**Comment:**

She mainly listens for her stop or she will ask.

**ID#:** 243

**User:** Christen



**She doesn't like pictures.**

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Next Stop/Station

**Comment:**

"Sometimes the recording [announcements] are wrong."

**ID#:** 244

**User:** Christen

**She doesn't like pictures.**

**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Next Stops/Station  
Announcements

**Comment:**

She really likes the automatic stop announcements.

**ID#:** 247

**User:** Christen



**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Signage  
Directions

**Comment:**

She is unable to read the number of the bus when she is getting onto it.

**ID#:** 249

**User:** Christen



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

She likes to sit by the window so she doesn't get hit.

**ID#:** 250

**User:** Christen



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Hold on

**Comment:**

She has to sit because she doesn't have a lot of strength in her hand to hold on to the straps.

**ID#:** 252

**User:** Christen



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Asking to stop

**Comment:**

She doesn't use the strip. The buttons are easier for her to use.

**ID#:** 253

**User:** Christen



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

The driver kneeled the bus at Harvard Station, which is really important to her.

**ID#:** 254

**User:** Christen



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Turnstile

**Comment:**

She had a hard time figuring out how to put her paper ticket in the transit fare collection.

**ID#:** 318

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

She has to sit facing forward or else she gets dizzy.

**ID#:** 319

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

Florescent lights are really hard.

**ID#:** 320

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

The mixing of artificial light and natural light make things even harder for her.

**ID#:** 321

**User:** Aurora





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Accessibility  
Sitting

**Comment:**

It wasn't clear to her if she was in a priority seat or not.

**ID#:** 322

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Accessibility  
Sitting

**Comment:**

"That's a pretty darn settle sign."

**ID#:** 323

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Accessibility  
Sitting

**Comment:**

She thinks there should be accessible seats facing forward as well as to the side.

**ID#:** 324

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Asking to stop

**Comment:**

She prefers the buttons over the strips, it is easier on her hands.

**ID#:** 325

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Next Stop/Station

**Comment:**

She can't hear the announcement over the ambient sound on the bus.

**ID#:** 326

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

"The edge of the seat is digging into my back."

**ID#:** 327

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

She doesn't like the plastic because she slides.

**ID#:** 328

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

She sits by the window so she doesn't get hit by people walking by.

**ID#:** 329

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Asking to stop

**Comment:**

For the most part, she is confident that the bus driver knows she made the request - "announcement, bell, sign."

**ID#:** 330

**User:** Aurora



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Accessibility

**Comment:**

The driver pulled in at an angle which made it hard for her to judge the distance she would have to step.

**ID#:** 331

**User:** Aurora



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

The driver pulled up right in front of the bench.

**ID#:** 332

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Next Stop/Station

**Comment:**

The computer-generated voice is harder for her to understand than an actual person.

**ID#:** 364

**User:** Aurora



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

They didn't have a bus schedule inside the bus.

**ID#:** 367

**User:** Aurora



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Accessibility

**Comment:**

"When I used the ramp, I could go down faster."

**ID#:** 297

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

The driver pulled up to the curb at an angle, being the closest to the curb is best.

**ID#:** 298

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

The bus was crowded by baby carriages and a person in a power chair.

**ID#:** 299

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

She likes the single seat in the priority seating section. Unfortunately, it was folded up because there were a bunch of wheelchairs or baby carriages.

**ID#:** 300

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Accessibility  
Sitting

**Comment:**

She had no idea how to raise or lower the accessible seats.

**ID#:** 303

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C5. Policy

**Issues:** Bus Driver

**Comment:**

Very often when she had a cane, the driver would start to move before she was seated.

**ID#:** 304

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

"This rounded corner is much easier for me to get around it and that's only in the new busses."

**ID#:** 305

**User:** Joan





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Asking to stop

**Comment:**

In this seat, the buttons are great. She wishes they were on every pole.

**ID#:** 306

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety

**Comment:**

She feels safer in busses because there is a driver.

**ID#:** 307

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

"The lighting in busses is usually okay for me."

**ID#:** 308

**User:** Joan



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

The bus driver offered to put the ramp out but she declined.

**ID#:** 311

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Hold on

**Comment:**

Having the yellow hand rails to get on the bus is useful.

**ID#:** 256

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

The seats facing inside the bus are higher off the ground.

**ID#:** 257

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C5. Policy

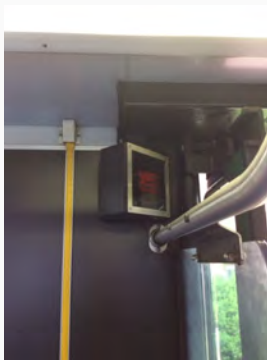
**Issues:** Bus

**Comment:**

When trying to board the 69 bus, it was challenging because the bus did not pull up to the curb.

**ID#:** 258

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Emergency Boxes

**Comment:**

The emergency stop box is hard to see, and she didn't really notice it.

**ID#:** 259

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

She prefers to sit by the window so she can see where she is going.

**ID#:** 260

**User:** Sue



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Bus Driver  
Accessibility

**Comment:**

When getting off the 69 bus, the bus driver didn't pull up to the curb.

**ID#:** 261

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Other

**Issues:** Safety

**Comment:**

She feels safer on busses when there are more people around.

**ID#:** 299

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

The 69 busses doesn't run as much as they should be running.

**ID#:** 243

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B5. Policy

**Issues:** Accessibility

**Comment:**

They didn't lower the bus, she tripped walking into the bus. But she would not ask for them to lower the bus, herself.

**ID#:** 244

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Ambience

**Comment:**

In some of the busses, the air conditioner is broken. This makes it very uncomfortable.

**ID#:** 246

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

Sometimes there are very large baby carriages blocking the front.

**ID#:** 247

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

She usually sits in the priority seating.

**ID#:** 248

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Next Stop/Station

**Comment:**

For the most part, she listens to the stops. A lot of the time the announcement comes after the bus has passed the stop.

**ID#:** 249

**User:** Cynthia



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Asking to stop

**Comment:**

She uses the buttons because they are usually closer to her.

**ID#:** 250

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Maps

**Comment:**

She doesn't use the maps on the bus. She looks it up at home.

**ID#:** 251

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Accessible seats

**Comment:**

"I think they are marked pretty well, people are good at getting up." [priority seats]

**ID#:** 252

**User:** Cynthia





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Ambience

**Comment:**

If the air conditioner does not work in the summertime, it can be pretty uncomfortable.

**ID#:** 253

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

The lighting is okay on busses.

**ID#:** 254

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Next Stop/Station

**Comment:**

She only uses the active sign in the front for the time and date.

**ID#:** 255

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Hold on

**Comment:**

She uses the bars because the straps are too high for her to reach.

**ID#:** 256

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

She's never raised or lower the accessible seats. She's seen people struggle with that so she wont try.

**ID#:** 298

**User:** Cynthia



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Accessibility

**Comment:**

She runs into the 3-step busses about once a week.

**ID#:** 302

**User:** Cynthia



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Bus Driver

**Comment:**

The driver lowered the bus and the gap away from the curb was okay for her.

**ID#:** 303

**User:** Cynthia



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Announcements

**Comment:**

He likes the busses that announce what the route, but will ask the driver if there are no announcements.

**ID#:** 281

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Next Stop/Station

**Comment:**

The audio quality is not very clear and will say the wrong stop, so he will ask how many stops until he needs to get off and then counts.

**ID#:** 282

**User:** Jeffrey



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

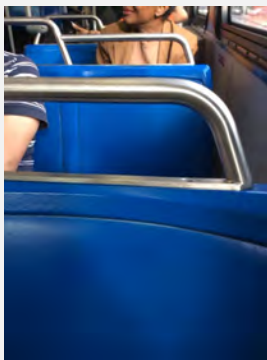
**Issues:** Accessibility

**Comment:**

Kneeling the bus doesn't really matter for him.

**ID#:** 283

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Hold on

**Comment:**

It's easier for him to grab the bars on the back of the chairs then it is for him to reach up.

**ID#:** 285

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Asking to stop  
Next Stop/Station

**Comment:**

He doesn't "trust" to know if the buttons are working. This is why he tells the driver when he wants to get off.

**ID#:** 286

**User:** Jeffrey



**Action:** D. GETTING OFF the

**Category:** D2. Information

**Issues:** Way Finding

**Comment:**

The bus doesn't stop at Harvard Station. In this case, he will have to call the MCB and ask for a travel teacher to walk this route with him.

**ID#:** 287

**User:** Jeffrey



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

The bus driver did not pull up to the curb.

**ID#:** 345

**User:** Jeffrey



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** Public

**Comment:**

He noticed a major change in how people treated him once he started using the cane. People tended to be much more accommodating.

**ID#:** 346

**User:** Jeffrey



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Hold on

**Comment:**

He uses the grab bars on the doors to get onto the bus.

**ID#:** 319

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A3. Communication

**Issues:** Charlie Card

**Comment:**

Every time he uses the bus system to add money to his card, he needs to ask for help.

**ID#:** 320

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

He usually stands in the front on the bus, because making his way through the bus could be difficult.

**ID#:** 321

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Ambience

**Comment:**

If you sit in the back of the bus, the coolant from the air conditioner will drip on you.

**ID#:** 322

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Ambience

**Comment:**

In his experience, the bus drivers will open windows rather than turn on the air conditioner. Sometimes it can get really hot on a bus.

**ID#:** 323

**User:** Paul





**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Safety

**Comment:**

Baby carriages on busses are usually obstacles.

**ID#:** 324

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Way Finding

**Comment:**

He will ask the driver if he needs to know how to get somewhere.

**ID#:** 326

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Signage

**Comment:**

He thinks the priority seating is clearly marked.

**ID#:** 327

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

People who are riding the bus in a group are less likely to offer him a seat.

**ID#:** 328

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Asking to stop

**Comment:**

He doesn't like using the strip because he isn't confident that it is always working.

**ID#:** 329

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Asking to stop

**Comment:**

"The buttons always work."

**ID#:** 330

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Way Finding

**Comment:**

If he knows the area, he can use the window to know when he needs to get off at his stop.

**ID#:** 331

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Safety

**Comment:**

Sometimes people will stand in front of the yellow line on a bus which means the driver can't see out the side window.

**ID#:** 332

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Maps

**Comment:**

He usually carries a paper map with him for more complicated trips.

**ID#:** 334

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

It is hard for him raise/lower the priority seating: "They are really heavy and get stuck all the time."

**ID#:** 335

**User:** Paul



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Hold on

**Comment:**

The door rails are designed for getting in, but are so useful when getting off the bus.

**ID#:** 336

**User:** Paul



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Accessibility

**Comment:**

The system is inefficient for wheelchair users. For example, when a wheelchair user approaches the bus, the driver has to strap them down, and this can take a long time.

**ID#:** 338

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Maps

**Comment:**

"If you print the map in black and white, it can be confusing."

**ID#:** 362

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Accessibility

**Comment:**

Bus was unable to pull to curb on this trip because of car in the way.

**ID#:** 291

**User:** Steve



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Accessibility  
Sidewalk

**Comment:**

There are no curb ramps, so if the bus cannot pull to the curb due to car (for example), it makes it challenging for some people to board the bus.

**ID#:** 292

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** MBTA Staff

**Comment:**

If Steve doesn't know where he is going, he usually tells the bus driver to let him know when to get off.

**ID#:** 293

**User:** Steve



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Asking to Stop

**Comment:**

As far as Steve knows nothing really happens when he presses the yellow strips. The only place that it really happens, he says, is the Silver Line.

**ID#:** 294

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

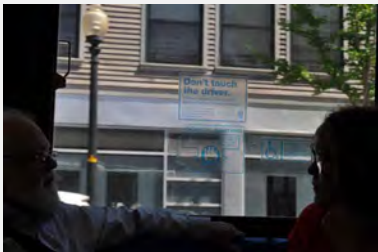
**Issues:** Lighting

**Comment:**

Steve likes to read while commuting. At night, Steve says the lighting not sufficient on busses so that he can do that.

**ID#:** 295

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Ambience  
Light

**Comment:**

Since he is on a bus, Steve does not have too high of expectations when it comes to noise or temperature.

**ID#:** 296

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

**Issues:** Schedule

**Comment:**

Steve could not locate the bus schedules inside the bus.

**ID#:** 299

**User:** Steve





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety

**Comment:**

Steve has never felt unsafe on a bus.

**ID#:** 300

**User:** Steve



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Noise

**Comment:**

The noise level on the bus is "fine." The older buses, according to Steve, tend to be more noisy.

**ID#:** 301

**User:** Steve



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Floor

**Comment:**

"This floor inside of buses are much better than those in trains"

**ID#:** 368

**User:** Steve



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

"I prefer sit here [in front] because I can see the driver."

**ID#:** 373

**User:** Steve



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Charlie Card

**Comment:**

"I didn't know that it's possible to recharge the Charlie Card inside buses".

**ID#:** 374

**User:** Steve



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** Bus Driver

**Comment:**

The bus driver didn't lower the bus.

**ID#:** 376

**User:** Steve



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Lighting

**Comment:**

The light was off in the front of the bus, but she prefers the lights on, in order to help her see.

**ID#:** 331

**User:** Betty



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Street

**Comment:**

Pulling out of the tunnel in Harvard, there are a lot of pot holes which makes the bus vibrate and make lots of noise.

**ID#:** 332

**User:** Betty



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

She likes to face forward inside of the bus.

**ID#:** 333

**User:** Betty



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

She prefers the plastic, because it takes wear better.

**ID#:** 334

**User:** Betty



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

She tries to sit by a stop request button when possible, otherwise she has to ask someone.

**ID#:** 335

**User:** Betty



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Asking to stop

**Comment:**

She prefers the buttons to the strips for stops.

**ID#:** 336

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A4. Attitudinal Behavior

**Issues:** Bus Driver

**Comment:**

She prefers the bus driver to kneel the bus, but they don't usually do that for her.

**ID#:** 337

**User:** Betty



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Asking to stop

**Comment:**

She uses both (audio and written information) but it makes her nervous when she doesn't hear her requested stop announced.

**ID#:** 339

**User:** Betty



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Floor

**Comment:**

If the bus driver doesn't pull up the curb, she feels at risk to getting hit by bicycles.

**ID#:** 340

**User:** Betty



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Asking to stop

**Comment:**

The announcement for stop requests doesn't always work.

**ID#:** 381

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A5. Policy

**Issues:** Bus Driver

**Comment:**

She has noticed the bus driver don't kneel the bus if a person with an invisible disability is trying to get on.

**ID#:** 382

**User:** Betty



**Action:** A. ARRIVAL Bus Stop/ T Station

**Category:** A1. Environment

**Issues:** Accessibility

**Comment:**

She encounters those old step up busses quite often in Cambridge.

**ID#:** 383

**User:** Betty





**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Accessibility  
Sitting

**Comment:**

Signs on the windows, make it difficult to see at night.

**ID#:** 260

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** Public

**Comment:**

"I've been physically and verbally accosted by people with mental health issues."

**ID#:** 261

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

Getting off the 77 bus, the driver didn't kneel the bus.

**ID#:** 262

**User:** Don



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

The driver kneeled the bus but he made us wait to do it. He didn't notice Don until he was at the door.

**ID#:** 300

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Accessible sits

**Comment:**

There is only priority seating called out on one side. It should be on both sides.

**ID#:** 310

**User:** Don



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

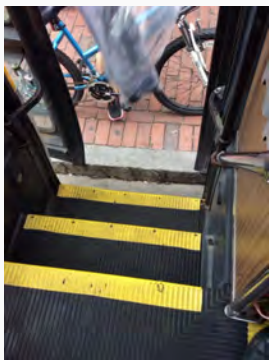
**Issues:** Stairs

**Comment:**

We got one of the old 3-step busses on the 91 bus route.

**ID#:** 248

**User:** Jeffrey



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Stairs

**Comment:**

He had a hard time going up the stairs. "The problem is that I'm not used to these, so I get confused when I encounter them." [old 3-step busses]

**ID#:** 249

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Lighting

**Comment:**

Florescent lighting causes his vision to get worse.

**ID#:** 250

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Next Stop/Station  
Announcements

**Comment:**

There are no audio announcements in the old busses.

**ID#:** 251

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Next Stop/Station

**Comment:**

He sits in front by the driver so he can hear the bus stop announcements.

**ID#:** 252

**User:** Jeffrey



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Hold on

**Comment:**

The grab bars are very important for him to be able to pull himself into the bus.

**ID#:** 256

**User:** Jeffrey



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Entrance / Exits / Connections

**Comment:**

The narrow entrance made it harder for him get onto the street.

**ID#:** 257

**User:** Jeffrey



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Turnstile

**Comment:**

The Charlie card machine is difficult when arriving onto the bus.

**ID#:** 258

**User:** Jeffrey



**Action:** D. GETTING OFF the

**Category:** D1. Environment

**Issues:** Entrance / Exits / Connections

**Comment:**

He uses the front door to get off since he knows that will be closest to the curb.

**ID#:** 262

**User:** Jeffrey



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

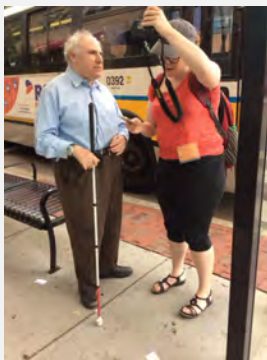
**Issues:** Next Stop/Station  
Announcements

**Comment:**

In general, the audio announcements are poor.

**ID#:** 263

**User:** Jeffrey



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Bus Driver

**Comment:**

The driver pulled up next to the curb.

**ID#:** 268

**User:** Jeffrey



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Accessibility

**Comment:**

Boarding the 83 bus, the driver pulled up to the curb and kneeled the bus. "For the most part they are okay at doing this when they see me."

**ID#:** 348

**User:** Paul





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Safety

**Comment:**

"With my medical issues, I need a cool climate to sit. When it's too hot, I could pass out."

**ID#:** 350

**User:** Paul



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

In Paul's opinion, bus drivers are usually pretty safe.

**ID#:** 352

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Hold on

**Comment:**

He feels more confident when he is able to hold onto a bar while on the bus.

**ID#:** 354

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Lighting

**Comment:**

The lighting is inconsistent at night.

**ID#:** 355

**User:** Paul



**Action:** C. BOARDING Bus / Train

**Category:** C4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

She wishes the busses would pull-up closer to the curb.

**ID#:** 259

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Accessibility

**Comment:**

The space in the front of the bus gets blocked by baby carriages frequently.

**ID#:** 260

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Asking to stop

**Comment:**

"Ideally, the strings on the window that you pull down are best."

**ID#:** 261

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

The driver was very helpful when she added money to her card.

**ID#:** 262

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** CharlieCard

**Comment:**

She needed help with the interface to add money to her card.

**ID#:** 263

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Accessibility  
Sitting

**Comment:**

She likes the busses with the rounded edges to the box next to the door because they make it easier to move around.

**ID#:** 265

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

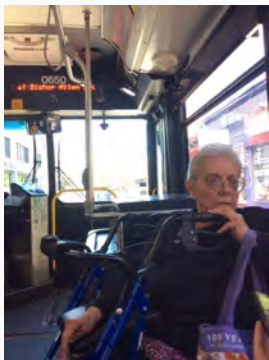
**Issues:** Asking to stop

**Comment:**

It can be hard for her to turn and hit the stop-request strip.

**ID#:** 266

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Asking to stop

**Comment:**

She has never used the buttons, she always uses the strips.

**ID#:** 267

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

"The plastic seats are slippery."

**ID#:** 268

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

She prefers fabric sitting.

**ID#:** 269

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C2. Information

**Issues:** Next Stop/Station  
Asking to stop

**Comment:**

She looks outside the window to know where she is.

**ID#:** 271

**User:** Joan



**Action:** A. ARRIVAL Bus Stop / T Station

**Category:** A2. Information

**Issues:** Accessibility

**Comment:**

The hardest thing for her is that even if the station is "accessible," she does not find it to be.

**ID#:** 272

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Lighting

**Comment:**

"In some of the older buses, the lights are out, but most of the time, I think it's fine."

**ID#:** 274

**User:** Joan



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Asking to stop

**Comment:**

She usually uses the strips.

**ID#:** 276

**User:** Joan



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

Getting off is really hard "it is the combination of the reach and the drop."

**ID#:** 277

**User:** Joan



**Action:** D. GETTING OFF the

**Category:** D4. Attitudinal Behavior

**Issues:** Bus driver

**Comment:**

She asked the bus driver to pull closer to the curb.

**ID#:** 278

**User:** Joan





**Action:** B. INSIDE Bus Stop / T Station

**Category:** B2. Information

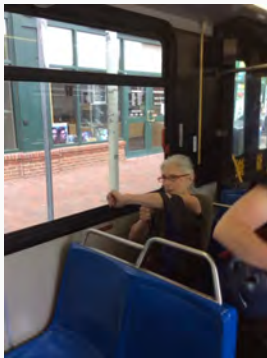
**Issues:** Accessibility  
Sitting

**Comment:**

She doesn't like the signs on the window because she is unable to see outside.

**ID#:** 379

**User:** Joan



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B3. Communication

**Issues:** Next Stop/Station  
Announcements

**Comment:**

Sometimes the stop announcements come too late, and "we have already passed the stop."

**ID#:** 242

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Sitting

**Comment:**

She prefers to sit on the right side of the bus because that way she can see through the windshield and side of the bus to know where she is at all times.

**ID#:** 243

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Asking to stop

**Comment:**

The stop-request buttons are better than the strips.

**ID#:** 244

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C3. Communication

**Issues:** Next Stop/Station  
Announcements

**Comment:**

The sound quality of the announcements are an issue.

**ID#:** 245

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C1. Environment

**Issues:** Hold on

**Comment:**

She prefers to hold the vertical bar versus the horizontal. The vertical bar is too high.

**ID#:** 246

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** safety

**Comment:**

"At the entrance of the bus there is a lot of room, so if the driver starts driving before I find a seat sometimes there isn't something for me to reach out and grab to stop myself from falling."

**ID#:** 292

**User:** Sue



**Action:** C. BOARDING Bus / Train

**Category:** C5. Policy

**Issues:** Bus Driver

**Comment:**

Sometimes the drivers don't know enough about their route to help you when lost.

**ID#:** 294

**User:** Sue



**Action:** B. INSIDE Bus Stop / T Station

**Category:** B1. Environment

**Issues:** Sitting

**Comment:**

The belt to strap in a person in a wheelchair under his seat is blocking him from being able to tuck his bag under. [see image]

**ID#:** 351

**User:** Paul