

**CITY OF CAMBRIDGE
TRANSIT ADVISORY COMMITTEE
DRAFT MEETING NOTES**

Date, Time & Place: December 4, 2013, 5:30-7:30 PM
Cambridge Citywide Senior Center

Attendance - City of Cambridge

Adam Shulman (Traffic, Parking and Transportation); Jeff Rosenblum (Community Development Department)

Welcome by Jeff Rosenblum

Update: Transit Strategic Planning Process

Comments from the previous meetings are being incorporated into a revised Draft Strategic Planning Update. A revised committee schedule with topics is available.

Handout: Revised committee schedule

Presentation: MBTA Usability through Accessibility

Laura Brelsford, System-Wide Accessibility Coordinator, MBTA

Established in 2007, the Department of System-Wide Accessibility works with all other MBTA departments to execute the T's mission of becoming the global benchmark for accessible public transportation.

Handout: "Accessibility at the T: Your Guide to Fixed Route Services"

Questions/answers and comments:

- Is the Elevator Maintenance program saving more money?
 - Yes. It is significantly saving money. It is also less dramatic than repairing elevators after they break.
- What is the scope of the wayfinding program? There is concern about wayfinding signage for the #1 bus in Central Square.
 - The program includes items such as subway station maps and signage. The program does not go to the street level.
 - Wayfinding signage is something the MBTA wants to look at, at the street level as well.
 - The need for the MBTA and City to work together to improve wayfinding was acknowledged. Maps are a start.
 - Putting up more signs should not be so difficult.
 - Wayfinding should not be just about the MBTA, but also connections from the T to biking and walking. All modes need to be more integrated.
- What is the status of audible information for green line trains?
 - The MBTA just gained the ability to track green line trains. Within 10 months, the plan is to broadcast the information. Kenmore Square announcements are beginning, which announce which train (B, C, D, or E) is arriving at the station.
- In your presentation, you said you used to plan for an extra 45 minutes waiting to access the train due to elevators. Do you still need to do that?
 - No. The elevators have gotten to the point where I can take it for granted that they will be operating.
- Are there any lessons learned from the successes with the MBTA Usability through Accessibility program?
 - Assume usability at the onset. It should not be something considered later in the design process. This saves money and time.

Workshop: Developing planning objectives for Goal 5: Usability

Goal 5: Usability pertains to how usable the transit system is, including access, interconnectivity between transit and other modes (e.g., walking and biking), accessibility for persons with disabilities or mobility impairments, safety, attractiveness, convenience, human-centered design, way-finding, and real-time service information.

Comments and discussion by the committee:

Usability – intermodal:

- Lechmere crossing tracks needs supervision
- Directions to/from
- Real time info/service
- Reliability of access
- Staff visible/accessible
- How to pay fare
- Announcements (audio/visual)
- Other options
- Bus to curb and stop
- Shelter/comfort of wait
- Bicycle/other modes connection – car share
- Schedule info/frequency
- Social norms/training
- Location of stops – convenience
- Walkable – safety, comfort, enjoyable
- Safety, cleanliness (elevator smell), atmosphere, elements
- Passenger safety – for vulnerable users
- Cond roadway
- Confidence/security
- Squish factor on vehicle and at stops
- Left behind
- Bus driver and customer interaction (2-way)
- Wayfinding with a focus on complicated locations – signage and maps, from mode to mode
- Process/prioritize stop locations more conv.
- Ubiquitous RT info
- Snow removal at bus stops by responsible party
- Customer usability survey
- Info on reliability and cleanliness of elevators, escalators, and restrooms
- Assess/prioritize stations and stops for safety, comfort, and enjoyment in and around S&S
- Education and training for protection of vulnerable passengers
- Improve bus service and capacity using data to adjust schedules (improves passenger comfort)
- Info on managing capacity and headways – GPS
- Advance pay for busy bus routes (validated tickets for rear access)
- Universal cards across T and shuttles - “Easypass” for transit

Service and equipment:

- Options for alternatives
- Make inventory/mapping of complex intermodal locations, including safety concerns and transfer movements
- Prioritize higher-volume off-board fare collection sites to reduce on-board cash payments
- Full off-vehicle boarding pilot project
- Improve customer service, engagement with passengers
- Support more mobile phone payment options
- Identify new driver training priorities
- Hubway at each busy stop
- Public art for S&S
- Graffiti removal within a defined period

- Up-to-date schedules at T stations
 - Visibility of stations & stops (graphics, signage, color, branding)
 - Introduce next gen bus shelters
 - Collocate multiple modes of transit
 - Mapping of multiple modes of transit (including alternative modes – bike/car share)
 - Transit ambassadors at all modes (helps with safety issue, visibility, connectivity)
 - Bus stop curb bump outs
 - All public works should prioritize bus stops and station access (complete streets, etc.)
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