

Massachusetts Bay Transportation Authority

Argeo Paul Cellucci
Governor

Patrick J. Moynihan
Secretary & MBTA Chairman

Robert H. Prince, Jr.
General Manager

November 30, 1998

Mr. Robert W. Healy
City Manager
City of Cambridge
Cambridge, Ma 02139

Dear Mr. Healy:

Thank you for your letter pertaining to the escalator service and cardreaders at the City of Cambridge's MBTA Stations. The MBTA remains committed to providing safe and reliable service for the City's residents.

To this end, the Authority's maintenance contractor recently performed a significant component renewal project to five escalators at Porter Square Station. The work which involved the replacement of steps, skirt panels, and the upgrade of additional related parts began on March 13, 1998 and was completed on October 22, 1998. Escalators throughout the transit system are inspected daily by MBTA officials and thrice weekly by maintenance contractor personnel. Escalators also receive a thorough annual inspection by the Massachusetts Department of Public Safety.

Moreover, each morning upon arrival, the station collector inspects all station fare equipment, including cardreaders, to ensure the systems are fully operational and free of damage. The collector is responsible for thoroughly reviewing and identifying defects and subsequently contacting the Revenue Maintenance Operations Center for further investigation and expeditious resolution. We will continue to ensure that all collectors carry out these duties and responsibilities.

In addition, the Revenue Maintenance Department employs a comprehensive, preventive maintenance program, inspecting all fare collection equipment. While the aged state of the equipment presents a number of maintenance issues for us, we continue to make a concerted effort to keep the system operating safely and effectively.

Also, resources have been directed toward resolving the vandalism issues that continue to plague the Cambridge Stations and hinder our maintenance efforts.

Once again, thank you for your correspondence regarding the MBTA's escalator and fare collection equipment.

Sincerely Yours,

Robert H. Prince, Jr.
General Manager

RECEIVED
98 DEC -3 AM 9:51
OFFICE OF THE CITY MANAGER

(2) Building Mutual Respect and Civility

The basic principal behind all of New York's quality of life initiatives is the consideration of the life of others. Quality of life initiatives are part of moving the city toward re-emphasizing the concept of mutual obligations and of citizens respect for one another. City employees must set an example of civil and professional behavior. At the same time, city residents need to be respectful of city employees; city employees can't expect to treat people with dignity if they are not treated with dignity themselves. "Respect flourishes when it is mutual," is a favorite phrase of Mayor Giuliani's. Individuals need to understand that actions have repercussions, and to think about the impact of one's actions on the city as a whole. This message is being reinforced regularly by the Mayor and a curriculum is being developed on civility in the schools.

(3) Accountability : COMSTAT

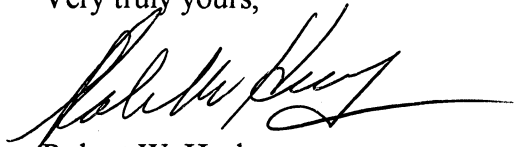
The NYPD uses sophisticated crime analysis to fight crime and hold both leadership staff and police officers accountable for reducing crime. If a borough or precinct commander, or officer is not obtaining results, personnel changes are made. The weekly, monthly and yearly comparative crime analysis, known as COMSTAT, has enabled the NYPD to refocus resources in fighting crime through the identification of patterns and "hot spots," and has been a key factor in the department implementing numerous anti-crime strategies. COMSTAT is designed to increase accountability throughout the ranks and to increase the commitment to enforce quality of life laws. Police leadership believes that implementation of the COMSTAT system has been a key component of the Police Department's success. All 76 precinct commanders, in conjunction with top level police management, use COMSTAT to identify crime patterns and allocate appropriate resources.

(4) Building on successes.

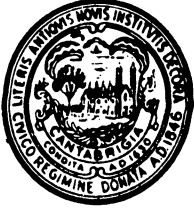
The basis philosophy of the quality of life initiative is that the City moves on to new areas of improvement while maintaining gains already achieved. In 1994, NYC began with initiatives regarding graffiti, squeegee operators, and tightening zoning regulations against sex shops. It later moved to littering, panhandling and noise, and is currently implementing initiatives around reckless bicycle riding, noise pollution, and encouraging overall civility among City employees, residents and in the schools.

We will continue to examine the New York City Quality of Life program and determine what can be replicated in Cambridge.

Very truly yours,



Robert W. Healy
City Manager



CITY OF CAMBRIDGE
CAMBRIDGE, MASSACHUSETTS 02139

TEL. 349-4300
FAX. 349-4307



14.

EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

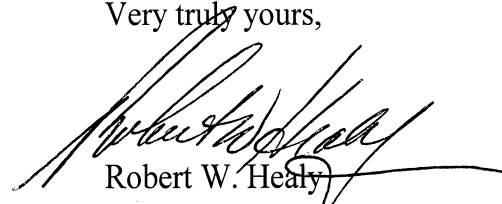
RICHARD C. ROSSI
Deputy City Manager

December 7, 1998

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item Nos. 26 and 27, regarding escalator service at the Porter Square MBTA Station and mid-day inspections of all escalators and card readers, received from General Manager of the MBTA Robert H. Prince, Jr.

Very truly yours,



Robert W. Healy
City Manager

RWH/mec
Attachment

Consent Agenda #14

7795

Relative to AR #26 and 27, regarding
escalator service at the Porter Square
MBTA station and mid-day inspections
of all escalators and card readers.

In City Council December 7, 1998

PLACED ON FILE