



Massachusetts Bay Transportation Authority

Argeo Paul Cellucci
Governor

Patrick J. Moynihan
Secretary and MBTA Chairman

Robert H. Prince Jr.
General Manager

January 22, 1998

Ms. Rosemary A. Noren
599 Cambridge Street
Cambridge, MA. 02141

Dear Ms. Noren:

Thank you for taking the time to write to me about your concerns. Input from our patrons is instrumental in helping us provide the best service we can.

You are correct in noting that Riverside cars now terminate at Lechmere. The relocation of the Central Artery forced us to close the Canal St. Station. As a result, we had to find a way to serve our Lechmere/North Station passengers. Operational, maintenance, and storage considerations made the Riverside Line the best choice.

We have not reduced service on the Lechmere/Heath St. Line. We are, in fact, exploring ways to reduce passenger inconvenience while maintaining established levels of service. The current schedule provides service from Lechmere to Riverside every five minutes during rush hours, and every ten minutes during off-peak hours. Heath St. trains operate at nine-minute intervals during both peak and off-peak times.

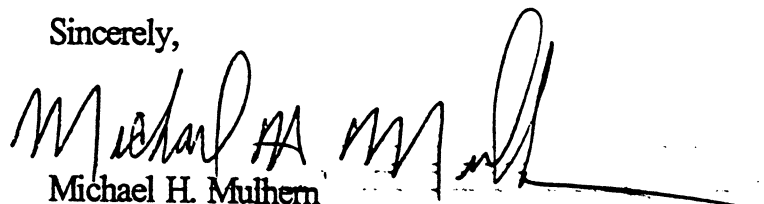
I am concerned with your observation that trains are routinely dispatched empty from Lechmere Station. Although it may be necessary to occasionally express trains during service disruptions, operations managers have been directed to use this tactic only when other service adjustments can not remedy service problems.

I have forwarded a copy of your letter to the Chief of Green Line Operations and directed him to take immediate steps to address service quality issues at the Lechmere terminal.

If you would like to discuss this matter further, you may contact Alfred L. Handy, Chief, Green Line Operations at (617) 222-5712.

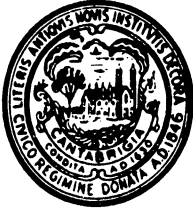
Thank you for bringing this matter to our attention.

Sincerely,



Michael H. Mulhern
Chief Operating Officer

ALH/MHM/jh



CITY OF CAMBRIDGE
CAMBRIDGE, MASSACHUSETTS 02139

TEL 349-4300
FAX 349-4307



5.

EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

March 16, 1998

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 7, regarding a report on change in service at Lechmere Station, received from Michael H. Mulhern, Chief Operating Office at the MBTA.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec
Attachment

Consent Agenda #5

S-147

Relative to Awaiting Report Item
#7, regarding a report on change
in service at Lechmere Station.

In City Council March 16, 1998

Referred to
Traffic, Parking + Transportation
dept. for follow-up
3/17
sent to TP+T dept