



**MASSACHUSETTS
BAY
TRANSPORTATION
AUTHORITY**

John J. Haley, Jr.
General Manager
Transportation Building
Ten Park Plaza
Boston, Massachusetts 02116

93 MAY 20 AM 9:29
OFFICE OF THE GENERAL MANAGER

May 17, 1993

Mr. Robert Healy
City Manager
City Manager's Office
Cambridge City Hall
795 Massachusetts Avenue
Cambridge, MA 02139

Dear Mr. Healy:

Thank you for your letter and the City Council orders relative to the residents of the Huron Towers who have experienced problems with our service on bus route #74. Our Operations staff have been in communication with City Councillor Shiela Russell and some of our route #74 passengers.

We have investigated the service failure that occurred on the dates referred to in letters from Huron Towers residents and offer the following explanations: March 27 was the first day of a new rating period, in which new operators or operators new to a route begin driving. Unfortunately the operator misread the schedule, which resulted in the loss of the 11:05 a.m. and 1:05 p.m. trips. The road race on March 28 caused bus operations to be rerouted via Concord Avenue without prior warning and trips had to be diverted off route. March 24 was a heavy snow day and delays of 20 to 30 minutes were common. The April 5 trip was dropped when a bus became disabled on the route. The district supervisor has been made aware of these problems and the following actions have been taken:

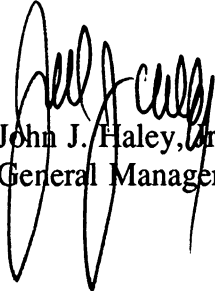
- We will conduct an audit of route 74. A Transportation official has been assigned to monitor all trips, inbound and outbound, that pass the Towers in order to ensure compliance with the printed schedules. We will continue this surveillance until we are satisfied that operations have been significantly improved and that all appropriate communications and training have been reinforced.
- A notice has been posted to alert all route 74 operators to check their runs to see whether any of their trips pass the Huron Towers, and, if so, to be sure that these stops are made without fail.
- Operators have been instructed to use either the Fresh Pond Circle or the Concord Avenue rotaries to place themselves back on the appropriate route if they

inadvertently miss the turn onto Fresh Pond Parkway. We encourage passengers to report any operator who refuses to take this action, by contacting District Supervisor Charles Kelson at 722-6133. Please be sure to note the operator's badge number, the vehicle number, and the time of the occurrence so that we can take appropriate disciplinary action. The badge number is embroidered on the operator's hat, which is placed on the front dashboard. The vehicle number can be found in three different locations on the exterior of the bus: on the front, under the windshield; directly above the right front wheel; and on the rear of the bus.

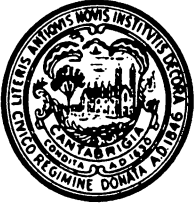
- To help with outbound service, the Harvard Square Station official will ensure that all buses are properly berthed for boarding passengers and display the correct destination signs. Operators had been pulling into the Harvard Square berths, or loading zones, without regard to the signage.

Constructive criticism from the riding public is often the best way we have to assess the quality of our service. Please be assured that we shall continue to strive to make the MBTA a more effective and user-friendly transportation system.

Very truly yours,



John J. Haley, Jr.
General Manager



EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

CITY OF CAMBRIDGE
CAMBRIDGE, MASSACHUSETTS 02139

TEL 349-4300
FAX 349-4307

8.

May 24, 1993

To The Honorable, The City Council:

With reference to Awaiting Report Item No. 39, regarding complaints from Huron Towers residents relative to the erratic service of MBTA bus #74, please find attached a response received from John J. Haley, General Manager of the MBTA, concerning this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read "Robert W. Healy", is written over a horizontal line.

Robert W. Healy
City Manager

RWH/mev
attachment

Consent Agenda #8

S-250

Response to Awaiting Report #39

RE: complaints from Huron Towers
residents concerning bus #74

In City Council,
May 24, 1993

Placed on file