

CITY OF CAMBRIDGE
Traffic, Parking and Transportation
57 Inman Street,
Cambridge, Massachusetts 02139

Susan E. Clippinger
Director

Administration
Parking Violations
Resident Parking

RECEIVED
98 MAR 30 12:54
OFFICE OF THE CITY MANAGER
349-4700
349-4705
349-4701

March 25, 1998

TO: Robert Healy, City Manager

FROM: Susan E. Clippinger, Director *SEC*

SUBJECT: Council Order #65 dated 1/26/98

RE: Change in service at the Lechmere Station

The Council has requested comments from this Department on the service changes to Green Line service to Lechmere.

As stated in the MBTA letter to Rosemary Noren, the MBTA has more than doubled the frequency of trains to Lechmere. This change was made when the Central Artery construction forced the closing of the turn around at North Station. Previously only the E Line (Heath St.) cars went to Lechmere. Now both D and E Line cars (Riverside and Heath St.) go to Lechmere. This increases the frequency of service and provides direct service to Hynes/ICA and Kenmore and all of the Riverside Line stations without having to transfer.

Staff has performed a quick survey of actual departure times and schedule adherence. The results of that survey are attached. They showed that:

- Midday service - trains left every 4 ½ minutes split evenly between D and E line trains
- Morning service 8:30 - 9:30 a.m. trains left every 3 minutes
- During these observations, no E trains were dispatched empty.

The improvements the MBTA has made to Lechmere service are beneficial to the city. We will continue to work with Councilors and residents to advocate for excellent transit service to the city of Cambridge.

CC: M. Mulhern, MBTA
A. Handy, MBTA

Lechmere Station (Green Line)

Observations - March 24, 1998

Midday Checks-

Departures to Boston:				
Time	Line	Min. Since Previous Train		
		Any Line	Same Line	
			D	E

11:24	E	-	-	
11:29	D	5	-	
11:33	E	4		9
11:38	D	5	9	
11:42	E	4		9
11:46	D	4	8	
Avg.		4.4	8.5	9
Schedule			6	9

- - - -

1:53	D	-	-	
1:57	E	4	-	

Lechmere Station (Green Line)

Observations - March 25, 1998

AM Rush

Departures to Boston:				
Time	Line	Min. Since Previous Train		
		Any Line	Same Line	
			D	E
8:30	E	-	-	
8:36	D	6	-	
8:39	E	3		9
8:41	D	2	5	
8:46	D	5	5	
8:49	E	3		10
8:51	D	2	5	
8:56	D	5	5	
8:59	E	3		10
9:00	D	1	4	
9:04	D	4	4	
9:08	E	4		9
9:09	D	1	5	
9:13	D	4	4	
9:15	E	2		7
9:17	D	2	4	
9:21	D	4	4	
9:24	E	3		9
9:27	D	3	6	
9:31	D	4	4	
9:34	E	3		10
9:35	D	1	4	
Avg.		3.0	4.5	9.1
Schedule			5	9



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

#65

599 Cambridge Street
Cambridge, MA 02141
January 13, 1998

Mr. Michael A. Mulhern
Chief Operating Officer - MBTA
45 High Street
Boston, MA 02110

Dear Mr. Mulhern:

I have lived in East Cambridge for two years and until very recently was very pleased with the excellent Green Line Subway service from the Lechmere station to Boston. I work at Mass General Hospital and volunteer at the Boston Symphony and the E-Line was a very efficient and frequent mode of transportation to both places seven days a week.

By early December, 1997, however, Lechmere Station began to be an end-point for some Riverside cars. At the same time the number of Heath Street cars was reduced and even more significantly many of the Heath Street cars were dispatched ~~empty~~ from Lechmere despite the presence of many people waiting for that specific line.

Now in early 1998 there seem to be even less cars overall. This situation occurs during commuter hours Monday through Friday and worsens on the weekends. Heath Street cars continue to be dispatched from Lechmere empty.

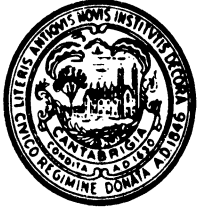
Could you let me know please if this reduction in service is going to be permanent? Also, if you do plan a permanent reduction in the number of cars would it not be possible for those cars that do originate at Lechmere to be Heath Street cars that passengers would be allowed to board? In addition to being a connecting point for bus riders on their way to Boston this station is a receiving point for Boston shoppers who need public access to the shops at the Galleria. Many segments of Boston and Cambridge residents would be better served with a return to the past excellent service.

Thank you for your time in reviewing this matter. I look forward to hearing from you.

Sincerely,


Rosemary A. Noren

c: Mayor's Office, Boston & Cambridge



CITY OF CAMBRIDGE
CAMBRIDGE, MASSACHUSETTS 02139

TEL 349-4300
FAX 349-4307



H.

EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

March 30, 1998

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 20, regarding a report on changes in service at Lechmere Station, received from Traffic, Parking & Transportation Director Susan Clippinger.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec
Attachment

Consent Agenda #4

S- 228

Relative to a report on changes
in service at Lechmere Station.

In City Council March 30, 1998

PLACED ON FILE