



City of Cambridge

35.

IN CITY COUNCIL

April 26, 1993

COUNCILLOR RUSSELL
COUNCILLOR WALSH
COUNCILLOR WOLF

WHEREAS: There have been numerous complaints about the quality of the Bus Service on the #74 Belmont - Harvard line as it serves Huron Towers; and

WHEREAS: For many people in the Towers this is the only means of transportation both for work, and other activities; and

WHEREAS: This bus line is vital to these people; now therefore be it

RESOLVED: That the City Manager be and hereby is requested to confer with the officials of the MBTA regarding the complaints listed in the attached correspondence, which has been signed by many residents of the Towers and report back to the City Council at the earliest possible date to determine what can be done to rectify this situation.

In City Council April 26, 1993.
Adopted by the affirmative vote of nine members.
Attest:- D. Margaret Drury, City Clerk.

A true copy;

ATTEST:- *D. Margaret Drury*

D. Margaret Drury
City Clerk

Ms. Vermelle Parks, Manager
 MBTA Customer Relations
 120 Boylston Street
 Boston, MA 02116

March 28, 1993

Dear Ms Parks:

This letter is to alert you to poor service on the [74] Belmont - Harvard bus line and to seek your assistance in rectifying it.

Yesterday, Saturday, March 27, I waited half an hour at the Huron Towers bus stop for the 11:05 AM inbound bus; it never came. I called the (T) Assistance Line and was told the bus was running and that the 1:05 PM bus would certainly be by. Again at 1:05 PM I waited another half hour - no bus. Again I called and was told an inspector would be contacted to be sure that the 3:05 PM bus came by. That bus did indeed finally arrive, and I was able to get into town, though woefully late. Today, Sunday, March 28, I waited half an hour for the 10:50 AM bus, which never came (don't tell me about the road race - the police were allowing inbound traffic through). Thoroughly frustrated, I cancelled my plans for the day. The [74] bus only makes eight inbound runs by Huron Towers all weekend; I personally observed three no-shows (with no explanation).

On Wednesday, March 24, two morning inbound buses were no-shows (leaving commuters to take cabs to get in to work); on Tuesday another morning bus was a no-show. In a previous week, the same morning bus was missing four days in a row (until a group of residents called to complain). This weekend, a blind woman resident of the Towers waiting with me for a (no-show) bus had to get into town, so she walked six blocks in the street, dodging snowdrifts, to the nearest alternative bus route.

There are almost 250 families living in the Towers; we depend on this bus for work, medical appointments, grocery shopping, and - especially for the seniors - just getting out. This sporadic service is very frustrating, because by the time it's obvious no bus is coming, one is forced to take an expensive taxi to meet a deadline or appointment.

The explanation I get when I call to complain is that there are "new drivers" on the line who don't know about the Huron Towers stop. Well, for heaven's sake, give them a copy of the [74] bus schedule - the map is printed right on the back! That's a rather feeble excuse for professional drivers in a large metropolitan system. Also, it's puzzling that one seems to have to "call ahead" to get the bus to make a regularly-scheduled weekend stop (as I had to yesterday).

I'm a Ⓣ passholder and depend on the Ⓣ for all of my transportation. Lately, the 74 Huron Towers route has become increasingly erratic. We're well aware of the budget cutbacks the Ⓣ has made and are grateful for the efforts our representatives (especially Charles Flaherty and Sheila Russell) have made to ensure at least minimal service to our area — but let's make that minimal service RELIABLE. At a time when the Ⓣ is trying to boost ridership and counteract recent bad publicity, repeated no-show buses are the last things the Ⓣ needs!

Please give me the courtesy of a written reply or phone call to acknowledge receipt of this letter. I appreciate any efforts you can make to improve the reliability of the Huron Towers route.

Sincerely,

Karen M. Schock

700 Huron Avenue, Apt. 18A

Cambridge, MA 02138

617-864-0029

cc: Charles Flaherty
Sheila Russell

Wolores Millard

HURON TOWERS RESIDENTS REQUEST
IMPROVEMENT IN BUS SERVICE ON
THE 74 BELMONT - HARVARD BUS LINE

COPY

(1) out

- | | | |
|------------------------|----------------|----------------------|
| Justo Castro | Muriel Spencer | SHANN WATZ |
| Lee Smith | Sandra Bispram | LAY HILL |
| Lena Senforn | | Johanna Butts |
| Joseph C. Connor | | Vesker M. Najarian |
| Nancy O'Connor | | Rita Sullivan |
| P. F. Kelly | Chris Young | Rose Schor |
| Yang Sook Park | | ARRON SPENCER |
| Dorothy Kim | | Ann Sullivan-Connor |
| Leonard & Corbille "F" | | Ashok Patel |
| Tina DeVito | | Winifred Jeffries |
| ELCIE BOUCHER | | Greta Ahlberg |
| Mary Riley | | Stephanie Thomas |
| B. Semmel | | Emberley |
| Gladia St Pierre | | Young ZYAN LINTON |
| Mary McWermote | | Yoon ho Jang |
| Glady Delane | | Mary Du Cabe |
| Joan Libitz | | Gertrude P. Doughlin |
| Yuna | | Yolanda Hernandez |
| Youngye Jay | EM Harrington | |
| Angela Gorgest | | |
| Nobuko Demars | | |

Yan Dean
 Emel
 Mirekone
 Tanya
 Cheryl
 Rachel
 Sachant

Theresa
 Crutts
 Anne
 Warren

Jeryl Brand
 Jewel Brand
 Ann Smith
 Lamey [unclear]
 Henrietta McLoose
 Jay Gibbons
 [unclear]

[Signature]

Robert [unclear]
 Barbara Blackwood
 Edna Sullivan
 Fran Silva
 Rena Sullivan
 Josephine Sullivan

Apr. 5, 1993

(11) people were left standing
 when the 8:41 AM Belmont etc bus
 did not show.

L-E Cobell



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NON-CONSENT ORDER #35

*Wash
way*

CM-102

Councillor Russell re: Quality of the
bus service on the #74 Belmont-Harvard
line.

In City Council,

April 26, 1993

Order Adopted