

350 Harvard Street #1
Cambridge, Mass. 02138
September 25, 1991

Cambridge City Council Office
795 Mass. Ave.
Cambridge, Mass. 02139

Attention: Cambridge City Council Members

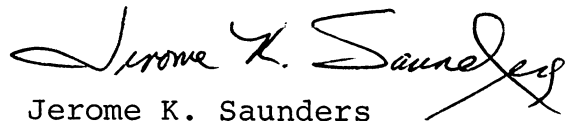
I am a sixteen year resident of Cambridge and I commute to Boston daily using the Red Line. I have complained consistently for three years to the MBTA regarding what they refer to as "switching" problems.

Almost daily recently, and particularly during the year at the time of season change, this problem occurs. Passengers on the train sit on the tracks or in the 'tube' between Central and Park. Trains pass more frequently going outbound than move inbound. This usually occurs between 8:00 and 10:00 A.M. If it is identified as "switching" problems, why hasn't this problem been corrected in three years?

When I moved to Cambridge in 1975 there was a sign at the Harvard Square kiosk--"8 Minutes To Park Street"! I'm lucky now if I get there in the morning in 30 minutes!

I certainly hope other frustrated users of the "T" are continuing to complain. We seem to have such little influence over poor service. Thank you for your time and attention.

Respectfully,


Jerome K. Saunders

cc MBTA
Customer Relations

3. 8-1071
CONSENT COMMUNICATIONS

Communication received from Jerome K. Saunders, 350 Harvard Street, regarding the MBTA switching problems.

In City Council,

October 7, 1991

Placed on file