



Deval L. Patrick, Governor
Timothy P. Murray, Lt. Governor
Jeffrey B. Mullan, MassDOT Secretary & CEO
Richard A. Davey, General Manager
and Rail & Transit Administrator



November 3, 2010

DEC 8 '10 am 10:58 City Manager

Robert W. Healy
City Manager
City of Cambridge
795 Massachusetts Avenue
Cambridge, MA 02139

Re: Route 47/City Council Order

Dear Mr. Healy:

Thank you for your letter regarding Cambridge City Council Order #7, which was adopted due to complaints about MBTA Route 47 buses not stopping for waiting passengers. We believe that recent schedule changes have alleviated the capacity problems on the route, and we will continue to monitor the route.

The Route 47 is an important connection for travelers between Cambridge and the Longwood areas, and ridership is growing. Overall weekday ridership on Route 47 increased by 53% between passenger counts conducted in Fall 2004 and Spring 2009, from 2,831 boardings to 4,341 boardings. In response to increasing demand, the MBTA has added service on the route to relieve crowding. A trip from Cambridge between 8-9AM was added in March 2008. In March 2009, an 8:12AM trip from Cambridge was added for school days only. In September 2010, the 8:12AM trip was changed to operate on all weekdays, and another trip between 8-9AM was added. Also in September 2010, schedule changes addressed some on-time performance issues, which were causing bus bunching and crowding between 6-7PM.

We believe that we have addressed the known problems at this time. Bus operators are also being reminded to make all stops. We will continue to monitor Route 47 and make adjustments as appropriate, and we welcome further feedback from the City of Cambridge.

We appreciate your assistance and strong support of public transportation. Should you have further questions, please contact Melissa Dullea, Director of Planning and Schedules, at mdullea@mbta.com or (617) 222-1625.

Sincerely,

Richard Davey
General Manager and
Rail & Transit Administrator

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