



Somerville Bus Survey: Open-Ended Comments

October 2006

Categories of open ended comments on submitted on bus surveys

General Comments

- Poor route signage on buses
- Poor schedule adherence and reliability
- Buses should have signal priority at lights (ITS)
- Buses are dirty, stop request strips in buses are often broken, buses not properly maintained or cleaned should not be in service, frequent bus breakdowns, complaints that buses are unsafe
- Consolidate Union Square bus stops
- Shelters do not provide adequate shelter, need more and better benches at Better lighting at bus stops for rider safety
- Criticism of diesel pollution from buses
- Clean up Sullivan Station – it is very dirty
- Do not raise the fares
- Green Line to Somerville and Medford is a priority, prefer to buses
- MBTA does not provide substitute service when a bus is taken out of service for mechanical problems
- Maps and schedules should be posted at Bus stops.
- Better traffic enforcement to enable buses to run on schedule
- Inform people at stations when bus service is interrupted
- Bus service is slow and overcrowded

Requests for route changes/improvements:

- The city should collect input from Somerville riders about satisfaction with and recommendations for bus service improvements and provide this information to the MBTA (see individual comments for specific suggestions).
- Inadequate service in non-rush hours, need more night and weekend service
- Change 89 bus to Davis Square a letter designation after the number so that you do not get on the bus thinking it is going to Clarendon Hill & eliminate some stops to speed up the service
- Add bike racks to more buses, have bike racks at stops
- CT1 bus arrives too early – T should use GPS to inform riders when the next bus will arrive
- CT2 should run after 7:30 PM and on weekends
- Provide Cross-town bus service such as between Winter Hill, Union Square and Inman Square, Ten Hills to Sullivan, Davis and Porter Squares
- 96 bus is unreliable
- Infrequent service on 101 and 89 especially on weekends and nights
- Did not have Route 83 bus on survey – problem with schedule adherence
- Provide bus service to new Stop and Shop on McGrath Highway

Operator Performance

- Satisfaction with regular operators on route, but frustration with substitute operators. Operators do not know the other bus routes in the district

- Operator complaints: drive too fast, pass up people waiting at bus stops, rudeness, do not know other routes, do not pull into the curb, poor treatment of disabled riders, poor attitude
- Drivers who smoke (on bus or make bus leave late to have a smoke)
- MBTA should have "mystery shopper" service to evaluate bus operator performance

Full text of comments submitted on surveys:

1) Direct connection to the city 2) Why do buses come in groups of two or more?

1. it's not a "schedule" if you only list one or two stops on the line and ask riders to interpolate based on a variable frequency and variable duration of ride. 2. It's not a "shelter" from wind, rain, or cold if the wall don't meet the roof or ground... exactly what do you think you're sheltering from?!? The new "shelters" are especially egregious, with their 20" gap all around; they are clearly nothing more than a place to sell advertising. This is New England. We have WEATHER here. 3. Do NOT skimp out on EPA required Green-Line extension by adding more busses. Everyone knows that the Silver Line is just another bus route. Just don't do that to Somerville, too.

1. The MBTA should look very carefully at the timing of the buses whose routes overlap (like the 87 & 88) and avoid having 2 buses show up at exactly the same time, going to the same place, followed by a 20 to 35 minute gap before anything else comes along. 2. Although it is good to have some 89 buses going to Davis Square now, the cut back in service to Clarendon Hill is a bad thing. Also - the 89 to Davis should be given a different number (89A or 89D) so you don't hop on it thinking you're going to Clarendon Hill. (Or at least the destination should be clearly posted!) 3. About new bus routes - We would like to be able to get to Alewife and Fresh Pond and West Cambridge from Clarendon Hill by bus. As it is, it's a very slow and expensive trip by bus and subway to these cross-town locations. 4. Many, many buses have no route or destination posted on them. Some drivers put home-made signs in their front window. Some drivers stop all along the route and yell the route number out (or just expect riders to guess). This is absurd! No bus should leave Lechmere without proper identification, whether electronic or "old-fashioned."

A BUS EVERY ONE HOUR IS NOT ACCEPTABLE AT ANY TIME IN A HIGH DENSITY CITY.

a) 89 bus often does not pick me up in Davis Square, despite waving at it. b) 90 is RIDICULOUSLY late and really should go more often! c) wish there was cross-town option (north/south)

Adhere to schedule - esp. route #96!

Adherence to schedule!!! I usually use the bus on weekends to avoid using an automobile into Boston. I don't understand how a bus can be off schedule by 20 minutes at 11:00 Sunday Morning in good weather. Since the bus only runs once an hour, what should be a well planned 20 minute trip ends up taking 40 minutes or more.

Also need to improve lighting at stops.

As a woman I do not always feel safe waiting for the bus at night because it is so infrequent.

At least 4 times per week, the marquee display on the MBTA buses I ride (primarily the 86 and 69) is broken. Either it is completely blank or displaying the wrong route information. About 50% of the time there is either a printed or handwritten sign in the window noting the route number. The other 50% of the time there is no sign and riders depend on the drivers' vocal announcement of the route. This is both annoying and confusing when one is running for the bus and unaware of what route it is and for those not familiar (visitors, infrequent riders) with this archaic system. In addition, I am increasingly disturbed by the attitude of some drivers towards visitors, immigrants, and others unfamiliar with the T. I have witnessed drivers who are downright rude towards riders, particularly those who ask questions. Part of their job is to answer (sometimes stupid) questions. It would behoove them to answer politely and clearly. A

cordial response would reflect better on the city and region. Finally, I would rather ride a bus that ran only once every hour (that is, I would be willing to adjust my schedule) if the following three things were consistently true: 1. that the bus ran on time and that there was room for all those wishing to ride (ie no passing stops b/c it was too full). 2. that the bus was clean and not in need of repair (broken marquee or seats, etc). 3. that the drivers were courteous to all riders.

Better posting of times

Better shelters. The new shelters that the MBTA does not provide any kind of weather protection especially when it gets really cold you have been waiting for the bus for awhile.

Biggest single wish is that the bus stops be provided with shelters of some kind. Blazing sun, pouring rain, and icy winds all combine to make waiting and waiting an ordeal. This is New England, for Pete's sake, not San Diego!

Bike Racks - add some to the busses.

Bike racks please!

Bring the Green Line to Somerville and West Medford

Bus does not stop at the curb (not close enough)

Bus drivers should lose the arrogant attitude. Buses should have marked route signage visible on the outside back of the bus (most don't).

Bus schedules at the bus stop are the best thing you could do...also adherence to the schedule...there are times when I think I am early for a bus and it has already left and I can stand and wait for 10 minutes before being sure the bus is not just late.

Bus shelter in Union Sq is too close to the road resulting in a very loud place and too close to the road getting you smashed

Bus signage is horrible, buses completely missing times is bad-- on the 85 it's 45 min for the next one! Just give us the green line to union sq!

Buses are late!

Buses often leave wheelchair users out in the cold or heat or wind, rain, sleet and snow simply because they are "broken" or- probably more the case- UNWILLING to take these equally important persons during their trips. Also, disabled and elderly riders who can walk are often left standing because the rules for allowing such riders to sit are not enforced. These problems are strong indicators that persons with disabilities and the elderly are not experiencing safety on your routes.

Buses should be given absolute priority at all traffic signals -- either they should automatically turn the signal green, or else they should be allowed to proceed cautiously through red lights.

Buses should not be let out of the yard in horrible states of disrepair--engine doors missing, side panels smashed in, pornographic graffiti, non-functioning route signs, filth inside.

can you have a bus running to Riverside?

Clean up Sullivan Station. Aside from it being the dirtiest stations in comparison to Oak Grove, Malden or Wellington, it also does not feel safe. There are a lot of riff raff that hang around Sullivan station and it is very undaunting having to wait for a bus there. I've lived in Somerville my entire life until relatively recently (now Medford) and I use to enjoy walking from the Hill to Sullivan Station to catch the train rather than take the bus and now I am forced to take the bus regardless because I don't feel safe walking down Broadway on the East Side of the city, even in broad day light.

Cleanliness of buses (and stations and subway cars) has to do more with disrespect by/lack of self-respect of passengers than with maintenance by MBTA.

CT2 arrives early! In other cities, the buses have simple GPS units and the stops say when the next bus is expected to arrive and (perhaps) how long ago it departed.

destination sign are appalling...when they don't work...which is most of the time...could not professional and legible printed sign be placed in the windows?

Don't Raise Fares!

Don't want the fares to go up!

Drivers who smoke - 1. sometimes on the bus 2. take smoke breaks and end up late

Ever tried to get from Winter Hill to a red line stop? All that I know of involve a bus taking you to Powderhouse (opposite direction) and then a substantial walk to Davis - not great at night or in bad weather, and not direct in any circumstance. It would also be helpful to be able to get to Arlington Center via bus on the weekends. Getting both the 91 and the 86 to run on schedule (particularly in the winter) would be appreciated by many!

Expanding service would certainly be nice, but I would rather have actual reliable service than more theoretical but unreliable service. If you make what we have reliable, then more people will use it, which will help justify expansion of service. Furthermore, the condition of the existing bus fleet is a joke! Half the time the stop request bell doesn't work, and the route is hand written on a sheet of paper and taped to the bus' front window.

For some reason I find subways "classier" than buses. I am MUCH more likely to commute to work via subway + commuter rail than I am to commute via bus + commuter rail (I commute to Salem). If the green line were extended to Magoon Square, and my commute time and cost to Salem weren't much more than driving, I'd take the subway to North Station to get a commuter rail to Salem frequently.

For the most part, I've had to change to commuting by car because my office moved and the bus-train-bus trip was too much.

Get the GREEN LINE going

Green Line to Somerville/Medford is a top priority.

Have buses run on schedule!!!! Habitually EXTREMELY (more than 20 mins!) late. GPS tracker so can check status of bus online or by phone.

I am generally happy with service from Winter Hill to Sullivan, Davis and Lechmere; but there is no way to get from Winter Hill to Union Square or Inman other than switching at Sullivan--a very long trip for a short distance. There should be a bus that runs in that direction.

I am so fed up with the 94 I could spit. Buses don't show up frequently. It often gets caught in Harvard Sq traffic as a 96 and then arrives late/not at all. BRING THE GREEN LINE TO SOMERVILLE/MEDFORD. Rail travel is superior -- cleaner, less affected by traffic, runs more frequently, is more comfortable.

I don't like the polluting diesel buses.

I live at the intersection of Highland Ave and Central St. I would really like to see a Bus route that is direct to Central Square. Central Square is a great transfer point for the CT1, the red line and some of the other bus lines such as the 47 which goes by Boston University.

I live near the 86 bus and have found that there are often Out of Service buses that go by me as I walk to Harvard Square, and wonder why. I will use the bus sometimes in the cold and in inclement weather, but I have not ridden the bus in Somerville since I moved back here in June.

I often take either 87 or 88 to and from Clarendon Hill to Davis Sq. I would like evenly timed buses. They used to be that way on Saturdays prior to the 87 Arlington service. Also, 90s which are not leaving should not take prime space at College Ave T stop.

I prefer riding the bus when the same 1 or 2 people are driving during the week. They get to know your clients and seem happier than when there's a new person each day. Also, many bus drivers don't know the other routes. If someone asks a "90" driver how to get to Medford Sq., it's usually the passengers who know that the 94/96 or 101 can get them there, the driver usually doesn't know!

I primarily use the CT2- it ends too early in the evening and doesn't run in the on the weekend. To get where I go (from Union Square to Longwood Medical Area) if I can't catch the CT2 can take two hours (take 47 and 91 and connection never match up in the evening). I do like the bus stop placements, I feel like I the bus routes I need are within 10 min walk.

I really don't like that, if an MBTA bus goes out of circulation due to mechanical failure, there are no backups anymore. When I was younger, if a bus broke down in rush hour, they brought another bus into service. I work from my home, and if a bus doesn't run on time, I have to plan to get to my destination one bus ahead of the bus that would *really* get me there on time. Also, the yellow strips don't work in a lot of busses, nor the air conditioning (despite the new sign campaign -- I don't have a cell, so I don't call -- why can't the BUS DRIVER report that his/her AC isn't working???). I know lots of folks who would use the bus system more if they could really count on it. It's ironic that the charlie pass is named after a protest song about a fare increase. If Charlie never returned in 2006, it would be because he couldn't count on the busses, and his bang for the buck was going down rapidly. If I depended on the bus to get to work on time every day, and my work position was tenuous -- well, I just wouldn't take the bus, if my job security depended on it.

I recently sold my car and rely on the bus exclusively. I have joined Zipcar however, and this eases the pain.

I ride the 96 daily and it is extremely unreliable. I would like it to run more frequently, but failing that, it would be wonderful if it could just run on time. In the two months I've been taking the bus, it has routinely been up to 15 minutes late and three times it failed to come at all until the next scheduled time.

I rode the 89 to work every day in 2004 . . . the MBTA's stop selection is pathetic and seems to have virtually no basis in transportation theory. You could eliminate 10 stops on the 89 and improve service from Clarendon to Sullivan by 4-5 minutes easy.

I take the bus to work and usually walk to the Red Line to go home. I'm generally happy with MBTA's services, though occasionally cowboys driving the bus fail to stop for folks at the bus stop.

I think as a city we should solicit and compile suggestions about possible changes in bus routes from the community. We could then propose these changes to the MBTA. I think the suggestions would have more effect coming from entire city instead of individuals.

I think buses really need to be on time- 2 days ago, in the pouring rain, the 80 came early, and I missed it by a minute, and had to stand in the pouring rain for 20 minutes to wait for the next bus. It would be nice if they stuck to the schedule...

i think the MBTA should have some type of "mystery shopper" program. Many drivers are bad drivers. i have actually had to get off the bus before my stop (3 times now) because the bus drive made me sick with their gas/brake driving.

I used to live in Winter Hill, and part of the reason I moved where I did (Ball Square area) was so that I wouldn't have to depend on the totally unreliable buses to get to the subway. I would, however, use buses from here to get around town, if they went where I needed to go and were reliable. It's all fine if you only need to go to Davis or Sullivan or somewhere like that and you only need to go during rush hour. But try getting somewhere by bus in the middle of the day, or at 8:00pm or on Sunday, even, and it's a totally different story. The buses don't run often enough to be an actual viable transportation option. Plus, many of the places I'd like to go would require at least one transfer, despite being only about a mile or so away (for example, the central library). When I lived in Winter Hill there were definitely times when I would have liked to take the bus, but didn't because there was no way to know when the bus would actually come, since it seemed like they were rarely actually on schedule. It makes it very difficult to use buses as real transportation if you have to leave an extra 20-30 minute buffer because you don't know when the bus will actually show up.

I wish more people would ride public transportation.

I would like to see increased frequency of buses, and better posting of schedules. It always seems mysterious when they are going to show up. I know they have schedules on the MBTA

website, but that is a hassle to check in everyday life. They should have schedules posted at every bus stop. Also, I'd like to see every bus in Somerville with a bike rack.

I would LOVE if the 89 from Sullivan to Davis ran constantly, including after 7:00 pm M-F, more often on Saturday and on Sunday. There is no bus that takes me from my neighborhood in the evening or weekends to the subway station without a transfer. I can't come home via Davis after 7:08 pm without having to transfer buses. Somerville is only 4.1 sq. miles, NO ONE should have to transfer busses for getting around within Somerville.

I would ride buses if they ran from Ten Hills/Assembly Square to Davis/Porter on weekends evenings and did not come earlier than their scheduled arrival times. I do not take the T to Porter and Davis, because between getting to Wellington and riding from there, it takes three or four times as long as driving. When I used to try and take buses, I found they almost never arrive when the schedules and so I wasted a lot of time standing around frustrated (and often cold and wet to boot).

I would ride the 101 and 89 a lot more to Sullivan Sq T if they ran more frequently, especially on weekend nights. They would be great for going into Boston on weekends except they only run once per hour and I do not want to sit in Sullivan Sq for an hour late at night coming home.

I would use the Bus more often, however they are not dependable. When I travel from West Somerville to East Somerville (89bus) I cannot rely on the bus to be on time. It is suppose to generally run every 1/2 hour. It "FREQUENTLY" runs only every 1 hour. Because of this I have missed picking my daughter up from school on time, have been late for meetings, etc. I do feel the Eastern half of Somerville is underserved and neglected. Regardless of how often I complain about the bus 89 service, there has been no response to change it.

I'd like a bus that goes all the way down Powderhouse BLVD then to Davis.

I'd like a route from mid Somerville to Harvard sq. Maybe down central or Lowell st.

I'd rather the buses were electric

I'd really like to see the Green Line extension to Medford completed soon.

I'd ride the MBTA more if: 1) routes covered more of the city - in Somerville almost ALL routes are East-West along the major 3-4 roads; 2) schedules reflected people's lives in 2006 - there's is NO reason to not have 24 hour service like all other metro areas; 3) T stops were located more than at the fringe areas of Somerville; 4) transfers didn't have a penalty going from bus to subway and vice versa (note the new Charlie program doesn't improve upon this); 5) the MBTA made ANY effort toward better service - mostly I walk, incl. 3 miles from Allston to Somerville every night because taking the T takes LONGER THAN WALKING!; 4) Buses adhered to ANY schedule - the proliferation of buses stacked together on the same route (e.g., an 86 immediately followed by an 86) means one of them is either extremely late or extremely early (anyone care to guess what the distribution would be?). Considering there's a fare increase coming "to bring it in line with other cities" (a direct quote from the head of the MBTA) with ZERO promise of improvement in any degree of service, comfort, respect for riders, etc. I don't see any likely change to my current use of an extremely broken and largely useless public transportation system.

If the MBTA would put bike racks on the buses I would use the bus services very often. I have had excellent bike-bus experiences many times in Seattle, WA for 12 years. Having bus bike racks would be a great service, help me get more regular exercise, keep me out of my car, help improve the regional air quality, it would help me meet my neighbors, save BIG MONEY ON GAS and might show the world we Americans really care about all people sharing our beautiful planet.

Impossible to get to Boston in a reasonable amount of time, yet I live closer than my co-workers who have shorter trips.

Isn't it about time the CT2 schedule is updated? That bus consistently arrives at Union Square 7 or 8 minutes *early*. The information on the MBTA website is simply *wrong*. The fact

that the 90 almost never runs is seriously annoying too. Can we have more than 10 busses a day please?

It is much too difficult to get to the Red Line from Winter Hill.

It is particularly difficult to travel on the weekends. The buses between my area (near Sullivan Sq) and Davis Sq only travel about once an hour, but they all seem to leave at the same time! If they were staggered it would be much more convenient. Also, I usually walk to work but during the winter will probably be depending on the #90 bus. I'm worried about the reliability because my experience has been that this bus is almost always 10 minutes late and I'm concerned about getting to work on time.

It would be a great help if gps systems were installed in buses. Obviously this has a cost implication, but many cities globally use such systems (Portland, OR and Dublin, Ireland are 2 examples). This allows users to easily call or go online to track buses. Often there are delays or breakdowns and users have no idea when to expect the bus. I personally FREQUENTLY wait at the bus stop for 40-50 minutes for a bus that should come every 20 minutes. It seems that the schedule is not followed AT ALL and it is difficult to predict when a bus may come.

It would be nice to be able to rely on buses such as 86 and 87 which I take frequently but often wait AGES for. Where was 83 in this? - it is a major Somerville-serving bus too. Don't forget about Ward 2 here! It would be HUGE if buses made any "vertical" trips through Somerville besides the 91 and 96 at the edges. For me to get from Ward 2 to, say, Magoun Square involves either lots of walking or several transfers.

It would be nice to have buses that run up and down School St and some other parallel streets
Just run the busses on schedule!

keeping areas around bus stops maintained better -such as benches, litter barrels and in winter shoveling so riders are able to get on and off buses without waiting on the street - and being able to not have to climb over snow banks - cleaner buses -

Make bus service comfortable and predictable; post schedules at bus stops with route information and times; then, adhere to the schedule.

Maps and schedules on bus stops!

MBT bus service in Somerville needs SERIOUS improvement

More 89 buses. Cleaner buses. Quieter buses (announcements and squeaks are unnecessarily LOUD!).

MORE BUSES; MORE OFTEN.. ESPECIALLY ON WEEKENDS/NIGHTS....

More frequency and more reliable would go a long way!

More reliability on the CT2

More reliable.

More routes, more frequency, more cross-town-style service would be great. What about smaller buses? Why use a one-size-fits-all solution? what about electronic signage indicating the time-to-next-bus?

More services. Be on time. Don't raise fare.

more weekend service; extend 85 to Davis sq on summer st

Most useful changes would be better adherence to schedules and local notification (e.g. at each stop) of schedule. Easy access to schedules would be likely to encourage occasional riders, who might then become regular users. Other suggestions: - Bus drivers should have some schedules available on the bus each day to hand out as requested. - Bus drivers should be radio-notified of delays (and reasons for those delays) to other buses in the vicinity. They should also be instructed to communicate as much information to passengers waiting as

shared bus stops about why another bus has not arrived on time. Information would make the wait so much more bearable.

Mostly I actually enjoy riding the bus. On occasion, a bus driver will be driving faster than I'd like. Must be hard to have a bad day and be a bus driver. RIDE: Have heard that getting picked up, you wait 1 hour or more! My family member had 1 experience like that and never used Ride again.

My 88 bus is on 35 minute schedule and constantly changes time. Very frustrating.

My biggest concern, comment is just about buses running late and also infrequent buses making it hard to catch connecting buses w/o planning on an extra hour to a trip. I wish there were more cross buses that were not out of Sullivan. Winter Hill to Central etc. - less need to transfer.

My only sense of frustration would be from the buses almost always running late. Sometimes in the morning they skip a trip altogether.

My two main gripes with the bus service in Somerville that I use is that the drivers don't adhere to the schedules and that there are too many no-shows. I shouldn't have to leave my house early just in case the bus arrives earlier than it's supposed to, and passengers should never be left stranded at a bus stop.

Need better traffic enforcement to allow buses to move faster.

Please clean up the area around the Sullivan Square T stop and remove the trash! Please provide more trash bins.

Post bus schedules on the bus stop sign poles like they do in Cambridge

Prospect St is a cut through for all the buses in the surrounding communities, yet we have NO bus service. 24 hours a day the buses speed up and down my street, hitting the pot holes and making more noise than thunder. SPEEDING is the key word, at 3 or 4 am when you're trying to sleep the buses are going 40-50 miles an hour in a 25-30 mile an hour zone. MANY complaints to the MBTA with no resolution!

SCM: Use them all the time, very reliable and courteous. RIDE: Won't use them, dangerous for seniors

Service is great for the most part, but I have had some problems w/ buses not showing up, or not showing up on time to Sullivan Station on the weekends mainly. It can be very frustrating, especially when there is not much time between connections to other buses, or if I am trying to carry a lot of packages home and do not have the option to walk. Thank you!

some of the drivers drive like Mario andretti during the summer they change the schedules, people still work so why change the schedule you want to increase the fares for what reason, make the service better and more reliable, dependable, then perhaps people will not be offended to fare increases

Stop taking buses off the 89 route every time there is an emergency elsewhere. There are little enough buses on this route as it is. Also, inform people at the station when there is a bus taken from our route for these emergencies so that we can choose alternate transportation if necessary.

The 86 bus is an ideal route, but it runs very infrequently. Bus schedules need to run more frequently 8:30-10 am and 6-8 pm, the MBTA 'rush hour' is too short. The 95 outbound bus stop on Mystic Av near Moreland St has no sidewalk, no crosswalk and is very dangerous.

The 86 route needs to run on-time during rush hour. It is awful, and is compelling my wife and I to look at buying a second car so that it does not take me 75 min's (on average) to get from my house in E. Somerville to my job in Watertown Square. That's about six miles. So I spend about 2.5 hours wed to the MBTA on a daily basis. Alternatively, the drive via Rt. 28 and Storrow takes about 25 minutes one-way.

The 88 and 90 buses are never on time leaving Davis Square - it makes it difficult to know if you have missed the bus or if it is late. Since my only transportation is buses and trains, I

rely on them very much and now that I am getting older, I'm finding it more difficult to walk to the bus stops. Has Morrison Avenue ever been considered for buses as well as Cedar Street? Also, there seems to be a large group of alcoholic homeless men always at the Davis Square MBTA station, it is very scary to me that these men are allowed to continuously be in or near the station at all hours of the day, early morning and late at night, lying on the benches or yelling at people in the station. The 88 bus at night seems to leave at 6:30pm then another one doesn't come until 7:15pm - it is a very long wait for the bus. I sometimes food shop at the Star Market in Porter or the new Super Shop & Shop at McGrath Highway. No bus goes to the Super Shop & Shop, it would have been nice if when deciding on this store opening in Somerville that there was public transportation to it - it is not convenient to have to walk across Broadway, walk down a side street, cross over again then walk o get to the store. Why wouldn't it be a priority of the city to make sure that bus routes are right at a new store opening. I would image that no one who lives along Broadway can utilize this store especially elderly. I wish the city would make public transportation and routes a priority. Also the new iron black benches, even though attractive are not big enough or useful for individuals waiting for buses. If you go along Broadway, you may see 1 person sitting on the bench, two at most, this is not sufficient. Waiting for buses after working all day and having to stand for 30 minute or more is not adequate for most people without a bench to sit on. Also the new shelters again are not big enough for people to utilize. I'm not sure you is designing these shelters but probably have never taken public transportation.

The 89 from Magoun Square to Davis Square runs so infrequently and rarely according to schedule, so it's often faster for me to walk. It would be nice to be able to rely on it when it's raining or snowing. Even more frustrating is that service out of Davis ends around 7pm, so if I don't get home from work after that (sometimes 9 pm), the only option is to walk from Davis in the dark. The walk to Magoun isn't so bad, but for those commuters who go to Winter Hill or further down Broadway, it's a fairly long hike.

The 89's adherence to schedule has been extremely poor, AT BEST.

The 94 bus desperately needs to add more service on this route during rush hour. It is very unreliable.

The 96 bus service is inadequate to meet the needs of commuters. It doesn't run often enough during morning/evening commuting hours. The schedule is difficult for the drivers to adhere to because there aren't enough buses running during commuting hours.

The bells (for stop requests) malfunction in about half of the busses I ride. Lousy maintenance

The bus routes are OK but could be more extensive. The main problem is that the bus frequency is too low and too unreliable for me to use them. The only route I use which is reliable is on Mass Ave. to Harvard or Arlington. Otherwise I would use the bus to go to Lechmere or the Airport or Sullivan Sq. or West Medford. Biking or walking to Porter Sq. is more reliable.

The bus stops need to have more information, including the route and the schedule, and maybe info about transferring buses.

The bus system would be enormously improved by new lines going between Somerville and Cambridge, especially in the huge area BETWEEN Davis and Sullivan. There need to be a lot more and more frequent cross-town trips. Higher frequencies on weekends and mid-day would be a big improvement, too.

The buses should not leave the anchor stations (ie Davis square) until the scheduled time. Frequently (at least in the case of the 94) the bus arrives, loads, and leaves ahead of schedule.

The CT2 is a great direct route to Kendall Square from East Somerville, but adherence to the posted schedule is horrible, especially after the transition to the new Charlie Ticket machines on the CT2 buses - the time it take to read the cards has impacted the schedules.

The Frequency of malfunctioning or inaccurate destination signs on buses is a TERRIBLE problem. Running lights don't work on most buses- very unsafe waiting at unlit stops at night;

bus drivers can't see me. Often signs on front and side don't match- some drivers are rude when questioned. Most do not announce their destinations when people board. Probably half of all rides don't have working computerized announcements, and drivers rarely perform that function. Too many of the pull-cables that indicate "stop requested" don't work. Malfunctioning air conditioners are too frequent. The worst case scenario is broken AC and locked windows. I have almost never seen a driver of a bus with a lift OFFERED to lower it for passengers who could obviously benefit from a lower step. I don't understand this at all. Just as rare is hearing a driver advise a passenger they may use rear entrance (if it has a lower boarding platform). Sometimes rear doors don't open completely. Schedules of buses with the same start and destination places are rarely staggered in any meaningful or useful way: to go from Davis to Medford Sq., rather than have the 94 and the 96 be spaced 30 minutes apart, they frequently leave Davis (by schedule) only 5 or 10 minutes apart. Thus, if the end of the line is your destination, you have to wait 50 minutes for a bus, when there are 2 buses making similar loops. The location(s) of stops and the signage- terrible. Very difficult to navigate. Impossible if you have visual problems. Bus stops are considered "connecting" points for buses to other places; but first you have to figure out where, exactly, you need to be to board your "connecting" bus, and often, getting there involves a hike across a wide intersection, up an incline, or some other obstacle for people with problems ambulating. Why doesn't connecting really mean connecting? And if I exit the Davis T station looking to catch, for instance, the 87 towards Lechmere, how on earth am I supposed to find out where to go to catch that bus? Why doesn't the T provide any clues to riders? It feels like a cruel test sometimes. Why can't there be signs with simple maps and arrows? The fare collectors might know, and if they know, they MIGHT tell you, but very frequently I've been told "I don't know nothing about the buses..." They don't even have schedules. Why are subway and bus personnel so separate? Also, buses go faster than they should a lot of the time. I have learned that the times allotted for routes is not based on the actual time it takes, but on some arbitrary administrative criteria.

The only definitely improvement that would really help me is more service on the evenings and weekends -- I avoid taking the green line to Lechmere whenever I come home late because there is only one bus per hour at that point. The ultimate completion of the Green Line extension would make my commute dramatically easier. I live in Ball Square and work/go to school in the Longwood/Fenway area. As it now stands, it takes me 20-40 minutes less to bike to work than to take the T (either bus or walking to the subway.) Biking is a great alternative when the weather allows it, but Somerville desperately needs better subway service that doesn't get caught up in surface traffic like buses do.

The on-time performance of the 89 bus leaving Davis Square is ATROCIOUS. Frequently, I wait a half hour or more for a bus that is supposed to leave every fifteen or twenty minutes during evening rush hour. Also, it would be great if the 85 would run more frequently, and perhaps extend its run up to Medford Street.

The rerouting of the 89 to Davis Square was a good move. In general, coverage is good on the long SE-NW axis, but cross-town coverage especially to Porter Square is non-existent. The 88 is a frequent bus with a good on-time record, but the equipment could be much better. Some drivers are good but the majority of them seem to think they're truckers moving a cargo of grain instead of human passengers.

The routes 89 (and to a lesser extent 101) seem to be the unwanted stepchildren of the T. Further, bus signage is out of order (with the 89 having two possible destinations, this can be really confusing), and some drivers take exception to being asked. On Sundays, it's not unusual to find hourly buses running 45 minutes late.

The service offered to East Somerville is disgraceful. Why is it that the MBTA ill serves all low income areas of its service area? Shame, Shame on the T!

The weekend service is deplorable. I could easily have filled out two separate versions of this, one for weekdays (when buses run with relative frequency) and one for weekends (when I have been known to have to wait for an hour and a half before finally breaking down and shelling out money for a cab). It's downright depressing in bad weather. I don't understand

how the MBTA can expect us to pay MORE for continually pathetic service... I sure hope STEP can help with this.

There are far too many Route #96 buses that never show up at all -- This problem greatly needs to be addressed!

There should be more 86 buses, the extra ones being "express" to Union, Harvard, Brighton Center and Cleveland Circle. Also, the CT2 should run after 7:30 PM, and on weekends, and should share a bus stop in Union Square with the 85. Right now people trying to go to Kendall Square in the morning can't wait in the same place for both buses, so if one is late, and the other shows up, it's impossible to run over to the other bus stop across the square to catch it. Also, the 85, as well as the CT2, should run later than 7:30 pm because people working in Kendall Square and living in the eastern portion of Somerville are basically stranded in Kendall after 7:30 pm because there's no way home.

There's a diesel bus that picks up passengers on the corner of Central and Avon streets -- its exhaust is loud and filled with unhealthy particulates. Change the routing to Somerville Ave and get it out of our residential neighborhood. thanks.

To go 3 miles to downtown Boston, I have to take a bus and a train. Taking the MBTA takes 30-45 minutes Walking takes 50 minutes Riding my bike takes 15 minutes Driving takes 12 minutes. MBTA is too expensive into town.

Very slow bus service in past 3 months! Overcrowded! Higher gas prices = much slower bus services but rates continually increase!!

Very slow bus service in past months! As gas prices get higher, bus service goes slower, more over crowded buses, and slower service, but rates continually increase!

We clearly need the Green Line extension to both Union Square and at least as far as Alewife. If Medford doesn't want it that is their loss. They should take a lesson from Arlingtonians who rejected the Red Line and now are very sorry after seeing what it has done for Davis Square.

We don't need more buses. We deserve to have the subway extended to Somerville.

We need a cross town bus. Service from Winterhill is terrible. If I want to get to Union Square I need to take two different buses.

We need a zigzag pattern instead of the east-west pattern now in use. (crossing along the north-south streets like Cedar between Somerville, Highland, and Broadway). The city has hills in the middle that interfere with north-south walking. I would not walk a half mile over a hill, but I would walk a half mile in a flat area.

We need cleaner buses. We ABSOLUTELY need cut-outs for buses to go into when going to a stop. It is ridiculous how they just stop in the middle of the street and people who have places to go are stuck because they don't have cut outs and even if they do, they don't pull over. It is a major inconvenience the way it is now because it causes traffic and accidents.

We need some north-south routes: from Inman Square through Union Square to Winter Hill and on to Assembly Square, for example.

We need the Green Line extension now!

We seem to have so many buses on Route #96 that simply do not show up at all. This desperately needs to be corrected!

We should have a 90 bus on Sunday

Weather and traffic often cause Somerville buses to be more than 15 mins late. As strict adherence to schedule is not always possible under such conditions, more bus runs for any given route would, in addition to being convenient, serve as a buffer for such a scenario. My most pressing complaint and concern is the condition of the buses. I've been on two buses that have broken down mid-route, and taken 6 pictures over the last 10 months of buses being towed or worked on the street. These are the times I happened to have my camera on me. In addition to being in poor condition, and potentially unsafe, there is often no signage or a working bell system, and the speakers often make screeching sounds or white noise, which

is not the most fun at 8:00 am. ...Overall, though, Somerville buses are waaaay better than Cambridge. Thank you for putting out this survey. Have you ever asked people at bus or train stations to fill it out? Or at the Davis or Union Sq. farmers' markets - or some other community event? I was just trying to figure out where to vote for governor and happened to see this on the Somerville Web site.

Weekend and/or evening service on the CT2 would rock my world.

When I need to get to the subway in a hurry, I walk to Union Square where there are several buses that stop in Union Square that I could take such as the 91, or 86, or 87. However, they don't all stop at the same place, or close enough to one another so that I could take the first one that comes along. Since the schedules are not posted at the stop, not to mention that the stops don't even identify which buses stop there, I have frequently missed a bus because I was waiting in the wrong place.

Where the bike racks the MBTA promised?

While it's nice to have new bus shelters, they are minimally effective with open tops, sides and small metal benches that fit two people with a few bundles. These do not "shelter" people in our crazy New England weather. Also, shelters and bus stops MUST be cleared of snow and ice in the winter. It is a very dangerous situation if you are elderly or handicapped, or, as I found out recently, restricted with "invisible" joint problems being treated via physical therapy.

Would like to see bus linking Wellington Circle, Ten Hills, Porter Sq. Also: Wellington, Assembly Sq. Mall, E. Somerville, Union Sq., Porter. Maybe as extension of or connection to Spring Hill/Kendall? Bus used, either route, could be half size of regular MBTA bus. Can MBTA authorize contractor/municipality to run such bus routes?

Yes, There needs to be service from Broadway going South without going through Sullivan Station. I often go to Harvard, Central or Porter Squares and the fastest way, especially on evenings and weekends is by foot. Also, if the Orange line ran more frequently, it would be less crowded and could be counted upon to get me places in a reasonable length of time.

you forgot the central square bus that runs from there up Somerville ave and out to Cambridge. another item to note is when busses just blow past a stop w/people waiting. this has happened to me on several occasions. regarding this survey, many of my concerns focus on my usage during the winter. busses are notoriously slow then.

You missed the 83 bus. It does poorly adhering to it's schedule. This should be a question for each bus - frequency of service and adherence to schedule are different. Not adhering to schedules wastes more rider time. Not waiting at a scheduled mid-points often happens and is wrong.