



Citywide Shuttle and Transit Gap Study

Courtesy of Charles River TMA

**CITY OF
CAMBRIDGE**

Department of
Transportation

Wednesday, June 18, 2025

01. Introductions

Department of Transportation

- Brooke McKenna, Commissioner
- Bill Deignan, Senior Transportation Program Manager
- Andy Reker, Transit Program Manager

02. Current Transit Network

Cambridge has relatively abundant access all week-long to local public transit

Recent changes include:

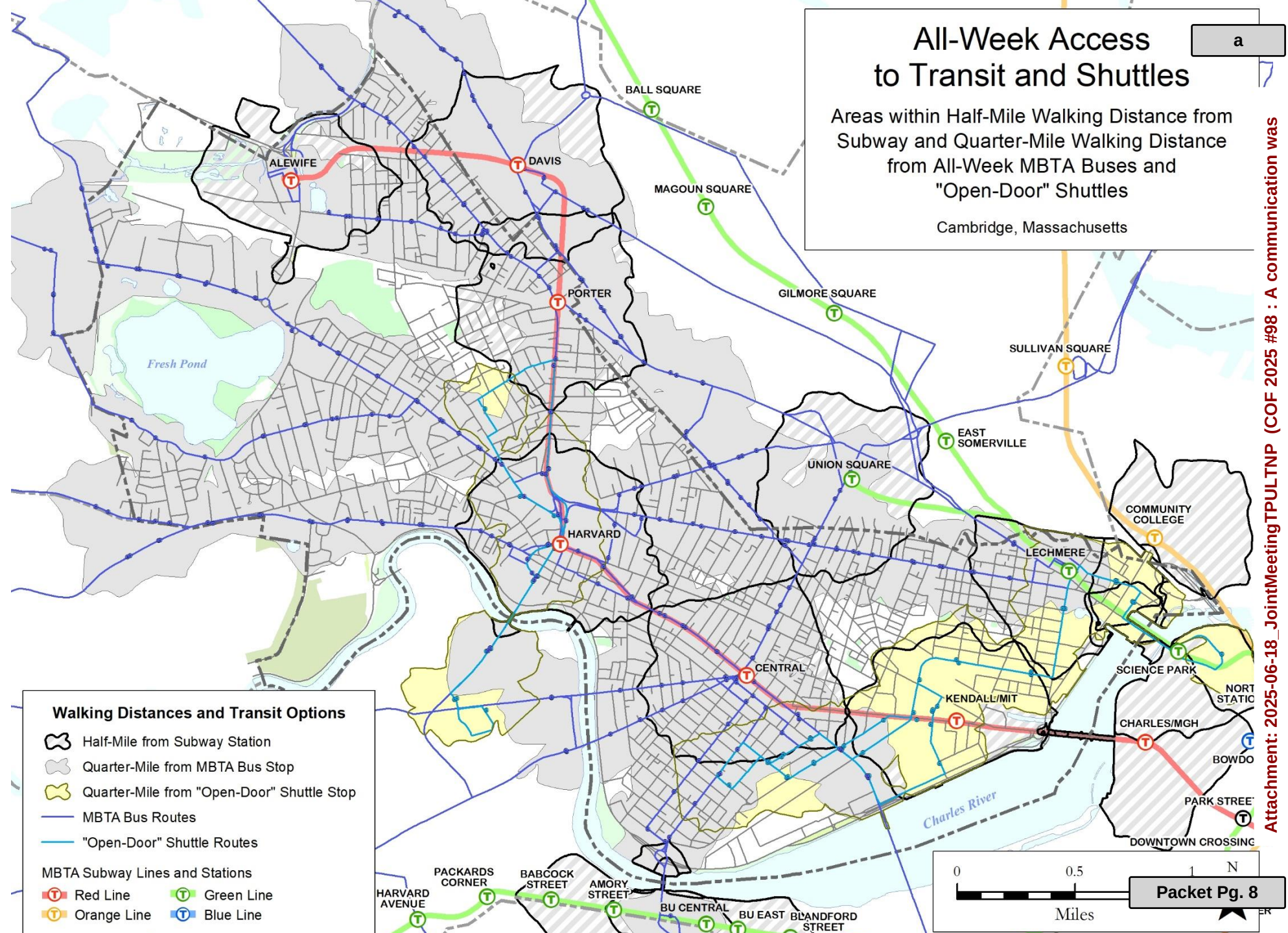
- EZRide service expansion on weekdays and weekends connecting Lechmere and Kendall all-week

Areas with limited or no walking access to local public transit:

- Parts of Wellington-Harrington and The Port neighborhoods and the Baldwin neighborhood
- Sherman Street near Danehy Park
- Parts of Brattle Street in West Cambridge

Local public transit includes MBTA buses and private shuttles open to the public (with “open doors”)

Local transit available all week



Much of Cambridge has access to frequent public transit 7 days a week

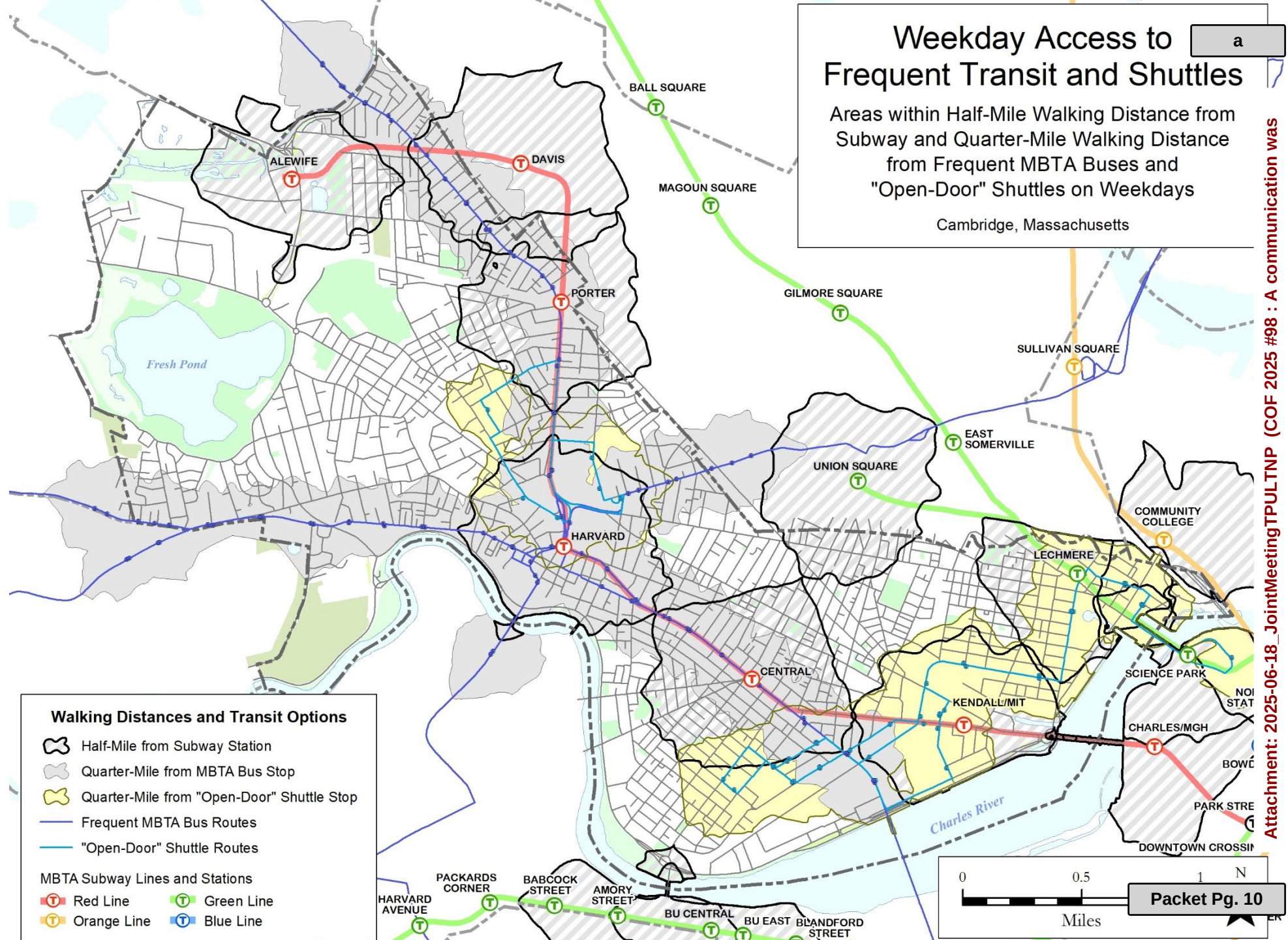
Planned improvements by the MBTA

- Adding more buses on Mass Ave, so that a bus comes about every 7 minutes on weekday peak hours and at least every 15 minutes other times
- New all-week frequent bus route connecting Inman Sq., Central Sq., Cambridgeport, Fenway in Boston and Union Sq. in Somerville

Future potential improvements by others:

- Promotion to the Cambridge community of university and private shuttles open to the public, i.e. "open-door" shuttles

Frequent transit available on weekdays



03. Shuttle and Transit Gap Study

Study of gaps in local transit service and potential costs of service

Recent community feedback has identified several service and policy gaps that need further study:

- Access to local and neighborhood business districts including local retailers or groceries
- Access to opportunities like education or employment from specific areas
- Access to neighborhood business districts by tourists
- Transportation for people with disabilities
- Transportation affordability
- Increased difficulty accessing destinations with changes to streets that reduce on-street parking

Cost of providing accessible local transit is significant

Avoiding service duplication or overlap is important

Study purpose: To provide insights and action items for City staff

Identify ways to improve awareness and use of existing “open door” shuttles

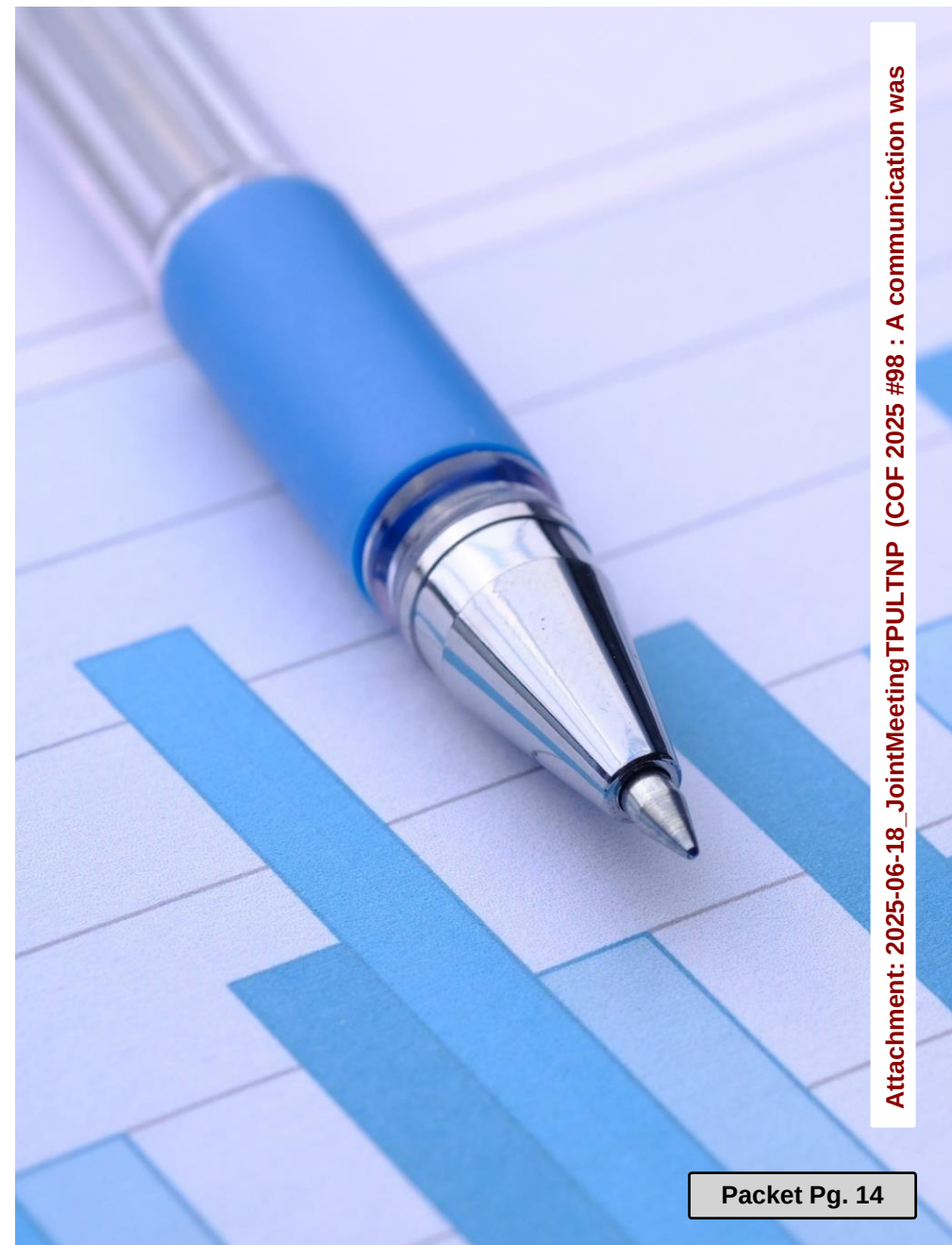
Document ideas for improving efficiency of existing shuttles and rider experience for these shuttles, such as stop amenities, locations, and public information

Explore opportunities to add new shuttle routes to existing services

- Considerations for starting up a new municipal shuttle service including financial and other feasibility considerations

Expected work, in brief

1. Document existing bus and shuttle network and service, and identify peer cities
2. Analyze service gaps
 - Identify potential gaps where people may already be taking short trips on other modes
 - Identify unserved destinations along existing routes
3. Engage with community to verify analysis
 - Includes broader public and shuttle owners and operators
4. Document recommendations



Summary of planned study timeline

Month	1	2	3	4	5	6	7	8	9	10	11	12
Documenting existing service												
Analysis												
Community Engagement												
Document Recommendations												

04. Discussion