



City of Cambridge

Executive Department

YI-AN HUANG
City Manager

CMA 2025 #112
IN CITY COUNCIL
May 5, 2025

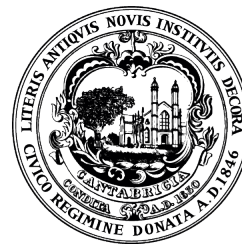
To the Honorable, the City Council:

Please find attached a memorandum regarding Awaiting Report #25-16 on coordinating with the MBTA on finding ways to strengthen safety measures from Cambridge Department of Transportation Commissioner, Brooke McKenna.

Very truly yours,

Yi-An Huang
City Manager





To: Yi-An Huang, City Manager
From: Brooke McKenna, Commissioner
Date: April 24, 2025
Subject: Awaiting Report 2025-16

In response to Awaiting Report 25-16 requesting that the City Manager direct the appropriate City staff to coordinate with the Massachusetts Bay Transportation Authority (MBTA) in finding ways in which to strengthen safety measures, we report the following:

City staff meet monthly with MBTA staff to discuss topics of concern and stay coordinated on each organization's initiatives. We shared the policy order with MBTA staff who provided the following information and resources.

Contact MBTA employees for safety and security issues

MBTA staff report that Cambridge constituents can speak directly with any MBTA employee with concerns about safety – at stations, at bus terminals, or in buses and trains. MBTA employees include:

- bus, rail, and subway operators and motorpersons
- customer service employees who wear red polo shirts and jackets
- fare engagement employees who wear green polo shirts and jackets
- supervisory staff who often wear white shirts and high-visibility yellow jackets and vests

On buses, a community member will need to speak directly with the bus operator, while on subway trains, there are call boxes with intercoms to connect to the motorperson. At subway stations, MBTA staff recommend using the emergency call boxes located on platforms and in entrances, when MBTA employees are not available. MBTA have provided front-line workers with de-escalation trainings.

Contact the MBTA Transit Police using MBTA's See Say application, text message, phone call, or online form

When MBTA employees are not available, Cambridge constituents can also use online, text message, and smartphone application platforms for real-time assistance with safety and security issues. These include reporting concerns about assault or fighting, crime in progress, wellness checks for people who are unhoused, human trafficking, illegally parked vehicles, medical emergencies, robbery or theft, sexual assault or harassment, suspicious activity, an unattended bag or package, unruly behavior, or vandalism.

These reporting systems are available 24 hours a day and 7 days a week and usually receive a response within a few minutes. To access these systems, MBTA provided this information:

- use an online form at the webpage - go.alerts.com/mbta

- send a text message to 617-600-0683
- use the MBTA See Say application for Apple iPhones and Android devices

Constituents can also contact the Transit Police by calling 617-222-1212 or calling 617-222-1200 for TTY.

The Transit Police work closely with the Cambridge Police and Fire Departments, Pro EMS, Massachusetts State Police and University Police Departments in emergency situations and other safety matters. The agencies coordinate resources, whenever necessary, and often train together for increased efficiency and collaboration in the event of any public safety scenarios.

In an emergency, community members should always contact 9-1-1.