

From: [Ann Kovich](#)
To: [Stuehrenberg, Justin](#); [Rusch, Mick](#)
Cc: [Mayor](#); [Madison Mayor](#); [Munger, Sam R.](#); [DAVID KASAHARA](#); [Larson, Aidan](#)
Subject: Re: Metro RAPID route A
Date: Sunday, October 27, 2024 12:48:26 PM

Caution: This email was sent from an external source. Avoid unknown links and attachments.

Hi, Justin and Mick. I am forwarding an email chain from a rider who has some feedback. Please touch base with David.

Hi, Aidan. Please save this message in the TC public comments for items not on the agenda.

Thanks,
Ann

On Sun, Oct 27, 2024 at 10:27 AM DAVID KASAHARA <dkasahara73@gmail.com> wrote:

.... and today, waiting for a bus towards downtown (A2), we waited around 30mins, and when I called the customer service, they said bus was justing turning the corner. The bus came as OUT OF SERVICE, and we have to wait for another one!!!! To downtown, I could take A1 which was JUST another 5 mins away. If I need to go to American Center - I will have to WAIT ANOTHER 30 mins.... and hope that bus will stop to pick you up!!!
The Metro Transit have unacceptable service, completely unreliable if you have appointments. In vermont, at least, they will send you a taxi to take you where you need to go paid by the city when bus break or service is degraded. Here, we are on our own luck. At least I can pay uber rides. But, what about those who depend 100% on this public service to go to work or go to hospital or other appointments?????
Even Boston MBTA that is known for their poor reliability is not this bad!!! They at least pick you up when on route or doesn't show in the app buses that been OUT OF SERVICE.

Best
David
617-901-4735

Sent from my iPhone

> On Oct 25, 2024, at 19:43, DAVID KASAHARA <dkasahara73@gmail.com> wrote:

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> Today happens again. I was waiting for A rapid bus at Blair street station to go home (N Segoe Rd). Fitchburg bus was boarding passanger and A bus pass it and didn't stop at station. This mode is getting ridiculously bad. Have to wait 14mins in the cold for the next bus. Metro seems to be a completely dysfunctional agency!!!!

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