Type	Location	Problem	Opportunity	Solution
Bus Operations	Malden Center	Buses block crosswalks on the west side of the station	Improve pedestrian safety	See recommendation for relocating to the busway to the west side of Malden Center
Bus Operations	Suffolk Square	Route 105 has low headways that limit the services' utility for residents in Suffolk Square	Better match service level with demand	Increase service on the 105, especially in Suffolk Square
Bus Operations	Malden Center	Buses departing the east busway block traffic when turning right on Commercial Street	Improve bus flow into and out of Malden Center	Coordinate with MBTA to relocate the bus way to the west side of Malden Center (utilizing the current parking area) in order to improve bus circulation, expand bay capacity, create safe layover places, consolidate bus operations into a single location, and create a better connections between the train station and downtown
Bus Operations	Linden Square	Bus bay has a curve that makes it difficult for operators to pull a tight curve	Improve bus operations at the stop	Coordinate with MBTA to re-design the bus bay to reduce the curve using saw toothe bus bays which would improve stop access and egress.
Bus Operations	Linden Square	Two bus berths but one curb cut results in buses laying over and waiting in the middle	Improve flow in and out of the berths	see recommendation for redesigning bus bay
Bus Operations	Linden Square	Buses have a difficult, hairpin turn going from Wesley to Lynn Street	Improve operations	Adjust road geometry to improve the angle of approach.
Bus Operations	Malden Center - Oak Grove	The combination of Orange Line and 131 and 137 buses creates a redundant north-south service that operates in excess of demand	Reallocate resources to areas with higher demand	Do not deviate into Oak Grove on either the 131 or 137.
Bus Operations	Linden Square	Route 108 has very little ridership on the eastern end loop, aside from Linden Square	Reallocate resources to areas with higher demand	Reroute the 108 to directly serve Linden Square via Salem St. to Beach St. and eliminate the eastern end loop
Bus Operations	Kennedy Square	Insufficient service to Kennedy Drive. Headways are greater than an hour mid-day and there is no night service. During the peak there are more than 20 people using the three stops on Kennedy drive per trip.	Better match service level with demand	Increase service to Kennedy Drive by providing all day service from 6:00 AM to 10:00 PM, seven days a week with 30-minute or better headways.
Bus Operations	City wide	All routes which serve Malden decrease their level of service mid-day, on many headways increase to more than hourly. Time of day ridership trends though show that ridership doesn't drop at the same levels headways due.	Better match service level with demand	Improve mid-day headways. Operate 30 minute or better service all day on all local routes.
Bus Operations	Suffolk Square	Insufficient service to the Suffolk Square neighborhood. Headways are greater than an hour mid-day and there is no night service. During the peak there are several stops in the vicinity of Alden Circle which have more than 6 people using them per trip.	Better match service level with demand	Increase service to Suffolk Square by providing all day service from 6AM to 10 PM, seven days a week with 30-minute or better headways.
Bus Operations	City wide	Currently there is no service from Malden to Cambridge or Somerville without having to transfer; Cambridge and Somerville are two key employment destinations for Malden residents	Improve connectivity	Create a one-seat ride from Malden to Cambridge/Somerville
Bus Operations	Ferry Street	Ferry Street has the greatest ridership activity of any corridor in Malden served by a single route. There are several stops that during the peak there are six or more individuals who use the stop per trip. During the peak headways are 15 minutes, midday 18 minutes and in the evening 25 minutes.	Better match service level with demand	Create high frequency service on Ferry St from 6 AM to 10 PM.
Bus Operations	Salem Street	Bus bunching on Salem Street	Improve frequencies along the corridor	Service on Salem St. should be staggered to prevent bus bunching and create a high frequency corridor.
Bus Operations	City wide	Service levels (both frequency and span) drop on the weekends on all of the routes, some do not operate at all. Many do not meet the MBTA's standards for frequency and span.	Better match service level with demand	Improve frequencies and spans on weekends so that routes are at a minimum meeting the MBTA standards and guidelines

Bus Operations	City-wide	Most bus routes that operate in Malden do not regularly meet the MBTA target of 75%. Poor On-time performance was a top issue for survey respondents. The main concern was not knowing when the bus was going to be there	Improve communication with passengers	Add e-ink signage that provides real-time information at high usage stops and at low usage stops information promoting where to find real-time information for routes on the MBTA website.
Bus Operations	Orange Line	The Orange Line service ends at 12:30, the earliest of MBTA's four Subway routes. The three other routes have service that goes past 1 AM.	Better match service level with demand	Extend service on the Orange Line to 1:30, so that it aligns with the other subway routes.
Bus Operations	Orange Line	On the weekends the Orange Line service is every 10-14 minutes.	Improve frequencies along the corridor	Improve frequency on the weekends
Bus Operations	City-wide	The Route 108 has the greatest percentage of ridership activity which occurs in Malden, despite ranking 4th in average daily ridership amongst all Malden Routes. It had the highest usage amongst survey respondents. Despite this service is low on the route with 35 minute headways mid-day and 25 during the morning peak. The Route 108 carries just 150 passengers less than the 109 daily but has headways almost double that of the 109 indicating that the Route 108 carries far more passengers per revenue hour and thus more efficient than the 109.	Better match service level with demand	Improve weekday frequency on the Route 108 to match that of the 109 and on weekends operate 30 minute headways.
Bus Operations	City-wide	The Route 106 ranks 5th in average daily ridership amongst all Malden Routes. It had the second highest usage amongst survey respondents. Despite this service is low on the route with 45 minute headways mid-day and 30 during the peak. The Route 106 carries 3 times the daily ridership than that of the 132 despite having similar headways. The Route 100 has better headways than that of the 106 but only has 1/3 of the ridership.	Better match service level with demand	Improve weekday frequency on the Route 106 to match that of the 100 and on weekends operate 30 minute headways.
Bus Operations	City-wide	Service between key destinations sometimes follows a circuitous or indirect route	Improve connectivity	More direct bus service between key destinations that is faster and has less deviations
Bus Operations	Malden Center	Malden Center feels unsafe and dirty to passengers and does not create a inviting atmosphere	Improve safety and passenger comfort	Increase the station cleaning schedule and identify additional opportunities to improve lighting
Infrastructure	Malden Center	The parking lot is in poor condition, with pothole and drainage issues	Improve drainage and pavement condition	See recommendation for relocating to the busway to the west side of Malden Center. Also see recommendation for pedestrian access improvements from parking lot to Malden Center under Ped/Bike Improvements
Infrastructure	Malden Center	The Commuter Rail platform is in poor condition	Improve safety and encourage ridership	Make structural improvements that bring the platform to a state-of-good-repair
Infrastructure	Malden Center	Centre Street has many traffic lanes (6) and drainage issues, which create potential obstacles for pedestrians and bicyclists if water pools on the road, crosswalk, or sidewalk	Improve storm resiliency and implement a "road diet," where vehicular lanes are reallocated to provide road space for walkers, bikers, and transit users. This can build on the current lane changes and signal improvements implemented on Centre Street.	Consider full reconstruction of Centre Street to improve drainage and create a more multimodal corridor
Infrastructure	Malden Center	There are a significant number of buses each hour which use Center St to access and egress Malden Center. Given the volume there is often delay as the buses are mixed in with general traffic.	Create faster travel times for buses along Center St	Maintain bus only lanes in both direction along Center Street from Malden Center to Main St.

Infrastructure	City-wide	Bus stops lack ADA accessibility elements, as well as amenities like benches, shelters or digital signage	Improve safety and passenger comfort	Coordinate with the MBTA whenever the city is doing a roadway improvement project where buses run on it. Seek potentials for upgrades and ADA compliance. Upgrades could be benches, shelters, bike racks, digital signage etc. where warranted. Additionally, Require developers to coordinate with the MBTA and include bus stop amenities where appropriate with access improvements. Also see recommendation for bus stop accessibility improvements under Ped/Bike Access
Infrastructure	City-wide	Cars park in bus stops.	Improve visibility of bus stop	Use pavement markings to delineate bus stop locations, in conjunction with no, parking signs
Infrastructure	City-wide	Accessibility issues such as narrow sidewalks, non-ADA compliant curb ramps, and sidewalk obstructions at MBTA bus stops, as identified by the MBTA's Plan for Accessible Transit Infrastructure (PATI) program	Improve safety and accessibility to bus service	Improve pedestrian infrastructure (sidewalks, curb ramps, crosswalks) at identified locations through integration with existing roadway projects and City initiatives. Work with the MBTA to expedite design review for stops planned for accessibility improvements as part of the PATI program and on routes identified as priorities through Bus Network Redesign. Consider upgrading stops in pairs to ensure there are accessible stops in both directions, and prioritizing stops on overlapping routes or at intersections with routes on both sides.
Ped/Bike Access	Oak Grove	Limited bicycle and pedestrian connections from Spot Pond Brook Greenway to Oak Grove station	Optimize access to transit from existing bicycle infrastructure and multiuse paths	- Provide clear wayfinding signage from the greenway along Banks Place to station entrances for both bicycles and pedestrians - Install a bike/ped crossing from the Spot Pond Brook Greenway to the southern entrance of station for a more direct connection to the Pedal & Park
Ped/Bike Access	Malden Center - Oak Grove	Lack of bike connection from Spot Pond Brook Greenway to Malden Center	Expand the bike network to improve access to existing transit facilities and destinations	Implement the recommended alignment from the Spot Pond Brook Greenway Feasibility Study to extend the greenway from Oak Grove to Malden Center and the Northern Strand Community Trail, closing an important gap in the city's bicycle infrastructure network
Ped/Bike Access	Oak Grove	Pedestrian connection to the neighborhood is limited by the bridge crossing Spot Pond Brook, connecting Banks Place to Fairlawn Street	Improve connections between Oak Grove and surrounding communities	Update keep the bridge open 24/7, and add ADA accessibility improvements including ramps and tactile warning strips.
Ped/Bike Access	Oak Grove	Lack of bike connections west of Oak Grove	Expand the bike network and improve connectivity within Malden and to Oak Grove station from surrounding neighborhoods	Evaluate the feasibility of: (1) extending the Fellsway bike lanes to connect with the Highland Avenue bike lanes, and (2) installing bike lanes along Glenwood Street and Washington Street to connect Fellsway/Highland Avenue bike lanes to Oak Grove station.
Ped/Bike Access	Oak Grove	There is an indirect/lengthy crosswalk on the corner of Washington and Winter Street.	Improve accessibility and pedestrian experience for all users, including for vulnerable populations	Reconfigure the intersection by removing the Winter Street slip lane, reducing crossing length and conflicts with vehicles. If bike facilities are installed along Glenwood Street and Washington Street, evaluate intersection treatments such as a bicycle box, bicycle signal, or
Ped/Bike Access	Malden Center	Faded crosswalk markings and outdated/inactive pedestrian signals at the intersection of Pleasant Street and Summer Street	Improve crosswalk safety through clearly identifying crossing areas for pedestrians and drivers	Repaint crosswalks and upgrade pedestrian infrastructure, including installing detectable warning panels and audible pedestrian push buttons and signals to increase pedestrian visibility and access.
Ped/Bike Access	Malden Center	Commercial Street bus/bike lane shows signs of fading, decreasing visibility for users and drivers	Improve bus on-time performance and bike safety through increasing lane visibility	Repaint the bus/bike lane and develop plan for continued maintenance of pavement markings that aligns with existing City maintenance programs.

Ped/Bike Access	Malden Center	Limited bicycle access into Malden Center Station	Improve access *within* the station, including consideration configuration of busway areas to accommodate bicycle access on both sides of the station	Work with the MBTA to implement clear, delineated access points for buses and bikes in the east and west busways, providing better bicycle connections to the Pedal & Park and other bike parking
Ped/Bike Access	Malden Center	Poor sidewalk condition due to cracking and uneven surfaces adjacent to both east and west busways *within* the Malden Center Station	Improve pedestrian access *within* the station at busways and station entrances with new and improved multimodal infrastructure on both sides of the station	Work with the MBTA to repave sidewalks within each busway to provide a clear, level surface to meet ADA path of travel guidelines
Ped/Bike Access	Malden Center	Limited bicycle infrastructure connecting into Malden Center Station	Improve access to the station for bicycles	Install bike lanes on both sides Commercial Street between Florence Street and Centre Street to connect existing bike lanes (Florence Street, Pleasant Street, Exchange Street, Centre Street) to Malden Center station. Identify opportunities to provide bicycle crossing infrastructure through intersections with Commercial Street, such as bike boxes, turn boxes, and bike signals.
Ped/Bike Access	Malden Center	Lack of bicycle and pedestrian connections to Malden Center station from the south	Improve bicycle and pedestrian access to Malden Center from the Edgeworth neighborhood/southern part of the city, and provide connections to regional bicycle infrastructure	Re-paint existing bike lane on Commercial Street (south of Medford Street) and extend the bike lane to the Northern Strand Community Trail or directly to the Malden Center station.
Ped/Bike Access	Linden Square	The eastern side of Wesley Street has telephone poles in the middle of the sidewalk, obstructing the pedestrian 4-foot path of travel required by ADA.	Improve accessibility and pedestrian safety	Work with MBTA to make the bus stop accessible, which may require relocating the stop.
Ped/Bike Access	Linden Square	The intersection of Lynn and Beach Street has outdated pedestrian signals and some faded crosswalks	Improve the pedestrian experience through updating signals. Improve safety through clearly identifying crossing locations for both pedestrians and drivers	Repaint crosswalks and update pedestrian infrastructure, including installing audible pedestrian push buttons and signals to improve pedestrian visibility and safety.
Ped/Bike Access	Linden Square	Lack of secured bike parking at Linden Square bus stop	Incentivize bicycle connections to bus service, increasing transit mode share	Install larger scale, covered, and secure bike parking, such as a bike cage or bike locker, at Linden Square to promote bicycle connections to transit, given the direct connection to the Northern Strand Community Trail
Ped/Bike Access	City-wide	Narrow sidewalks in poor condition create gap in pedestrian network that provides access to transit. Specific locations to address include: - Bus stops along Broadway between Sheafe Street and Eastern Avenue - Bus stops along Broadway between Blue Hill Avenue and the Melrose town line	Improve safety and accessibility to bus service	Complete a sidewalk inventory and ADA audit to prioritize sidewalks for capital improvements (repaving, curbing, etc.) on corridors that are served by transit. Performing a citywide sidewalk analysis was a recommendation from the city's April 2021 ADA Transition Plan.
Ped/Bike Access	City-wide	Anticipated high bicycle level of traffic stress (BLTS) along corridors connecting to transit provides access for some, but not all, potential bike riders. Example streets include Salem Street, Main Street, and Broadway.	Increase transit mode share by enabling more people to comfortably and safely connect to transit by bike	Complete a bicycle level of traffic stress (BLTS) analysis to identify high stress corridors that provide access to transit and evaluate feasibility of implementing lower stress facilities such as buffered and separated bike lanes.

Ped/Bike Access	City-wide	Lack of shared mobility options connecting to transit	Increase transit mode share by expanding Bluebikes and other shared mobility services	Explore opportunities to expand bike share service to improve first mile/last mile connections to transit. Malden is receiving three Bluebikes stations in Fall 2022 and another station in 2023, so expanding the system will be vital.
Ped/Bike Access	Malden Center	Pedestrian access between the Malden Center parking lot and Malden Center Station is limited due to narrow crosswalks and curb cuts.	Improve pedestrian access between Malden Center parking lot and Malden Center Station with new and improved multimodal infrastructure	Work with the MBTA to install ADA compliant curb ramps with tactile warning panels and crosswalks connecting from the parking lot to the rear station entrance.
Ped/Bike Access	Malden Center	Lack of wayfinding, pedestrian amenities, and pedestrian paths at Malden Center Station parking lot.	Improve pedestrian environment in Malden Center parking lot	Work with the MBTA to install fencing with opportunities for public art and updated wayfinding signage that encourages non-parking individuals from walking through the parking lot, creating safer paths of travel between the parking lot and the station
Traffic & Safety	Malden Center	The light at the intersection of Pleasant Street and Summer Street is a flashing red light	Improve vehicle/pedestrian safety and traffic flow on Pleasant Street	Review options for making the physical crosswalk more safe.
Traffic & Safety	Linden Square	Vehicles fail to yield to pedestrians/bikes at the RRFB on Lynn and Wesley Street	Improve pedestrian safety though reducing conflicts with cars	Consider additional traffic calming devices including an elevated crosswalk.
Traffic & Safety	Linden Square	Vehicles fail to yield to pedestrians/bikes at the crosswalk near Beech Street and the Northern Strand Community Trail	Improve pedestrian safety though reducing conflicts with cars	Consider installing additional traffic calming measures including a elevated crosswalk.
Traffic & Safety	Main and Pleasant	Buses experience difficulty exiting the stop	Improve bus operations at the stop	Add a queue jump at the intersection of Main and Pleasant to give buses priority by allowing them to pull out in front of traffic when exiting the stop
Traffic & Safety	Salem Street	Several routes use Salem St. In the 1.5 mile section from Main St to Broadway there are 9 signalized intersections, which can slow down the routes	Improve bus travel time and reliability along the corridor	Use bus priority treatments, such as transit signal priority and/or bumpouts at bus stops, on Salem Street from Main Street to Lebanon Street
Wayfinding & Bus Stop Amenities	Oak Grove	Signage for buses at Oak Grove is missing	Improve wayfinding signage and make the system easier for first-time and infrequent users	Install bus signage that clearly communicates which routes stop where, consider adding e-ink signage that provides real-time information.
Wayfinding & Bus Stop Amenities	Oak Grove	There is a lack of wayfinding between Winter Street and Oak Grove	Improve wayfinding signage and make the system easier for first-time and infrequent users	Install signage directing individuals from Winter Street to the Station Entrance, encouraging people to enter on the west side.
Wayfinding & Bus Stop Amenities	Malden Center	The existing Malden Center Bus shelter, on the west side, has outdated bus information	Improve the user experience for first-time and infrequent bus users	Update information to include current bus routes. Consider installing accessible, e-ink signage that provides real-time information on bus arrivals and departures that is visible when waiting at the busway.
Wayfinding & Bus Stop Amenities	Linden Square	The bus stop sign at the bus bay is bent and buses can tap it with mirrors when pulling in	Improve information signage for first-time and infrequent riders. Reduce wear and tear on existing fleet	Replace the bus stop sign and relocate away from the curb. New signage could include e-ink technology that provides real-time information.
Wayfinding & Bus Stop Amenities	City-wide	Inadequate lighting at stops creates safety concerns	Improve lighting at stops	Conduct and audit of lighting at bus stops and add solar power lighting where lighting is inadequate.
Wayfinding & Bus Stop Amenities	City-wide	Along several corridors stops are very close together, less than 600 ft apart. This slows down service.	Consolidate bus stops and speed up service	Conduct an analysis to determine which stops should be consolidated and do not meet the MBTA's spacing guidelines.
Wayfinding & Bus Stop Amenities	City-wide	Stops lack seating	Add seating	Install seating at stops which meet the MBTA thresholds of 50 or more boardings daily and there is sufficient space to add seating and still meet ADA accessibility requirements.
Wayfinding & Bus Stop Amenities	City-wide	Lack of protection from weather elements at bus stops.	Add shelters to improve bus stop amenities and incentivize transit use	Install shelters where stops meet the MBTA ridership thresholds and there is sufficient space to comply with ADA accessibility requirements

Wayfinding & Bus Stop Amenities	Malden Center	Limited wayfinding signage with Malden Center Station, including to busways, T station entrance, Pedal & Park, and drop-off/pick-up area as well as to/from Malden Center and surrounding destinations.	signage that directs users to key locations with Malden Center Station as well as nearby destinations.	Develop branded wayfinding signage for pedestrians and bicyclists to points within Malden Center Station, as well as to nearby destinations from station with distance/time by walking/biking from given location.