

**Massachusetts Bay
Transportation Authority**

Bus Shelters and Amenities Fall 2019 Project Update

Fiscal and Management Control Board

September 23, 2019

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Agenda

- Engagement and Feedback to Date
- Municipal Partnerships
- Project Update
- Program Objectives



Engagement to Date



- Collected feedback from customers through the Better Bus Project on which amenities they considered to be most important

- Held a **Municipal Staff Open House** to gather feedback from municipal staff members on the future of bus amenities in their communities

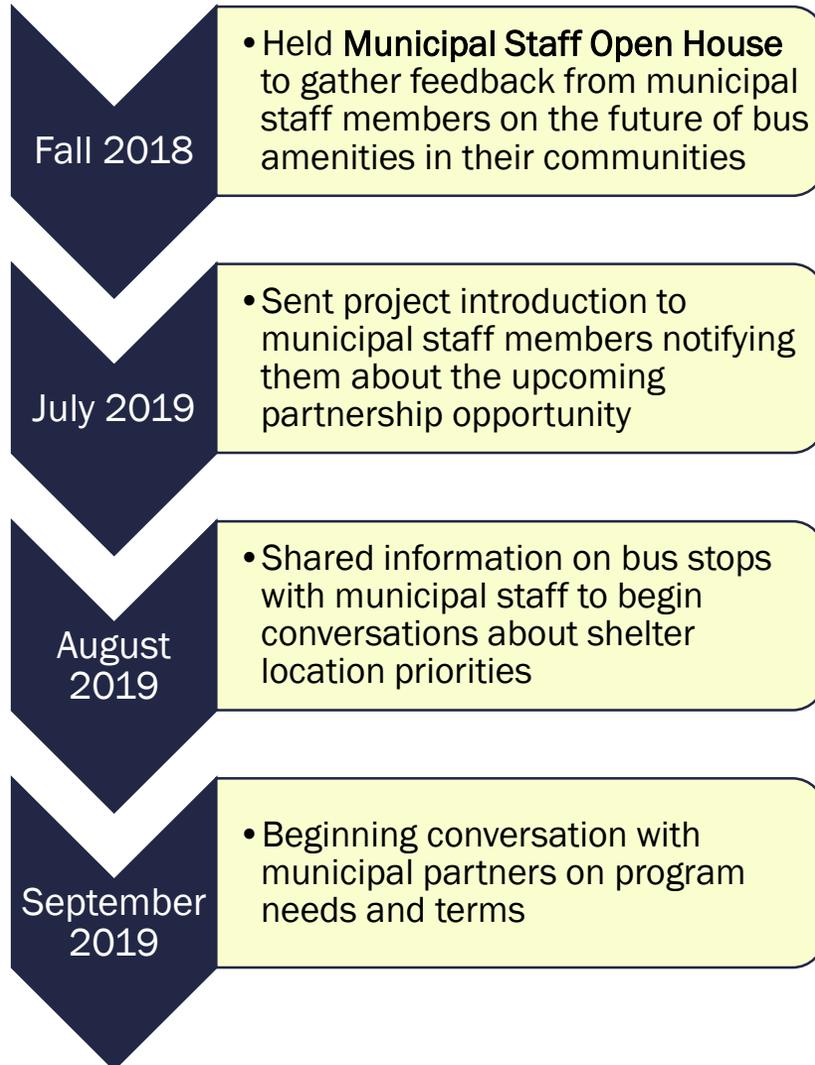
- Attended and collected rider feedback at **Better Bus Project Community Meetings** in Dudley Square, Lynn, Chelsea, Quincy, South Boston, Cambridge, and Downtown Boston on how different amenities would improve their bus experience

- Presented to the **FMCB** on April 8
- Began conversations with municipalities

- Issued **Request for Letters of Interest** on July 17 and **Request for Qualifications** on August 1
- Continued conversations with cities and towns about the project and shared municipal bus stop information and eligibility criteria for shelters



Municipal Partnerships



Partnerships with municipalities are vital to the success of the Bus Shelters and Amenities Program.

Two ways to support the program:

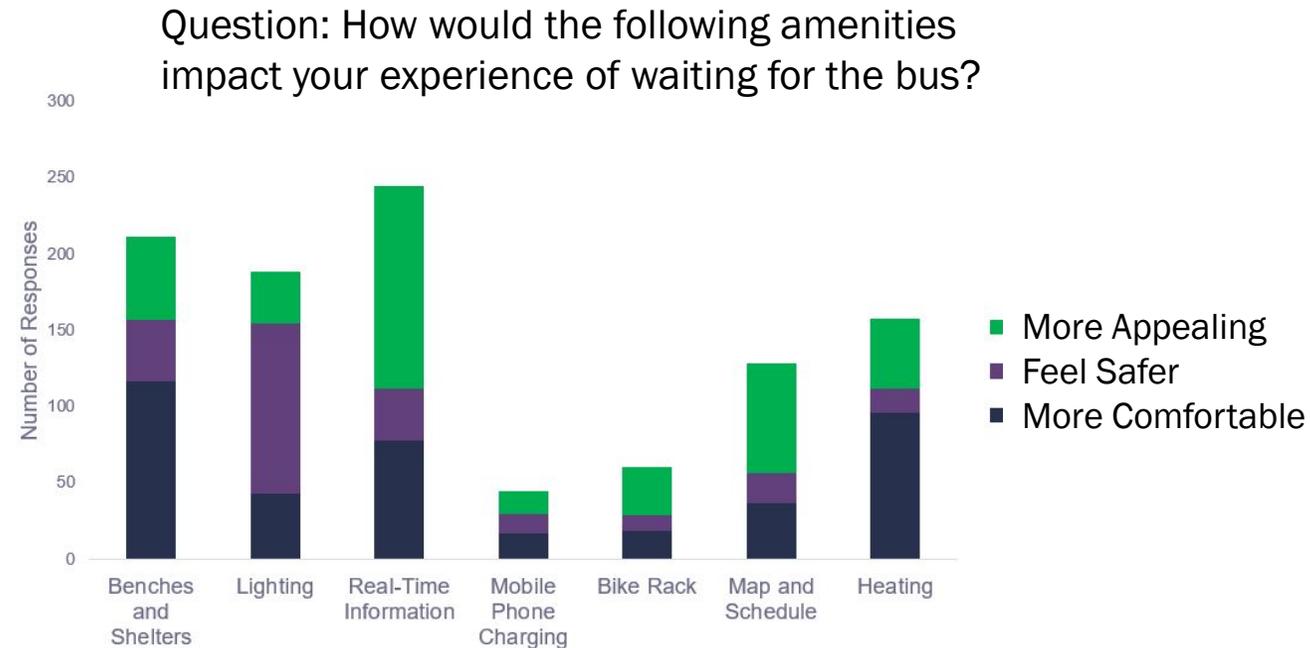
In order to keep shelters and amenities in first-class condition, municipalities can:

- Provide funding to install and maintain bus shelters and amenities within their communities
- Allow advertising, telecommunications, or other revenue-generating activities that fund best-in-class installation and maintenance



Feedback from Customers and Communities

- Bus Shelters and Amenities are **important** to customers and communities
- More and better **benches, shelters, lighting, and real-time travel information** would make the bus more **appealing, comfortable, and feel safer**



Source: MBTA Better Bus Project Community Meetings. (2019).



Bus Shelters Advance the MBTA's Strategic Priorities

Feedback from Bus Shelters FMCB Presentation (April 8, 2019)

- The MBTA needs more shelters, but they must be well maintained
- Shelters should meet contemporary customer expectations and provide real-time information, lighting, etc.
- This is an amenity program sustained by advertising. Priority is amenities provided to customers and their ongoing maintenance.
- Municipalities must contribute to the program to ensure assets are well maintained in their communities

Strategic Plan

- **Modernize and Expand the System** to support the Region's Economic Growth
- **Improve the Accessibility of the T** for Customers of Different Abilities
- Ensure an **Equitable Distribution** of Transit Services and Benefits
- Operate in a **Fiscally Sustainable Manner**
- Innovate Using **Private Sector Contracts and Partnerships**

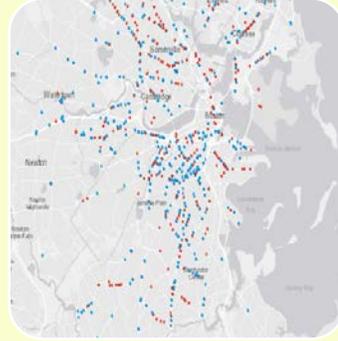
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- Provide **Modern Bus Stops and Amenities**
- On-street infrastructure is important, necessary, and must be maintained through **municipal partnership**

Bus Amenities: Features and Resourcing

	Features						Costs				
	Shelter	Seating	Real-Time Info	Map & Customer Info	Lighting	Trash	Site Access	Install & Amenities	Annual Maint. Costs	Lifecycle Cost (pro-rated annually)	Snow Removal
 <p>Minimal Shelter</p>	X						\$30,000-\$0 per site	\$20,000	\$2,255	\$1,650	\$6,300
 <p>Enhanced Shelter</p>	X	X	X	X	X	X	\$30,000-\$0 per site	\$40,000	\$2,255	\$3,300	\$6,300

Project Objectives and Guiding Principles



Implement a human-centered network of amenities that meets customer and community needs

Deliver a consistent customer experience across the municipalities in which the MBTA operates bus service

Enforce ironclad and clear maintenance standards to ensure the system is kept to a high standard

Target the maximum number of customer journeys across the system

Use ongoing and dedicated revenue streams to support dignified, well-maintained amenities that benefit their communities



Project Objectives and Guiding Principles



This



Not This



Procurement Is on Schedule

First Phases of Procurement

- ✓ Request for Letters of Interest released on July 17
- ✓ Request for Qualifications released on August 1
- ✓ Industry Conference held on August 15
- Statements of Qualification due on September 26
- Request for Responses (RFR) will be released this fall

What is a Request for Qualifications?

- Pre-qualifies firms that are able (financially and technically) to provide the services needed
- Allows for cross-sector teaming (e.g. telecom and shelter companies)
- We expect to qualify multiple firms to bid on the RFR

