



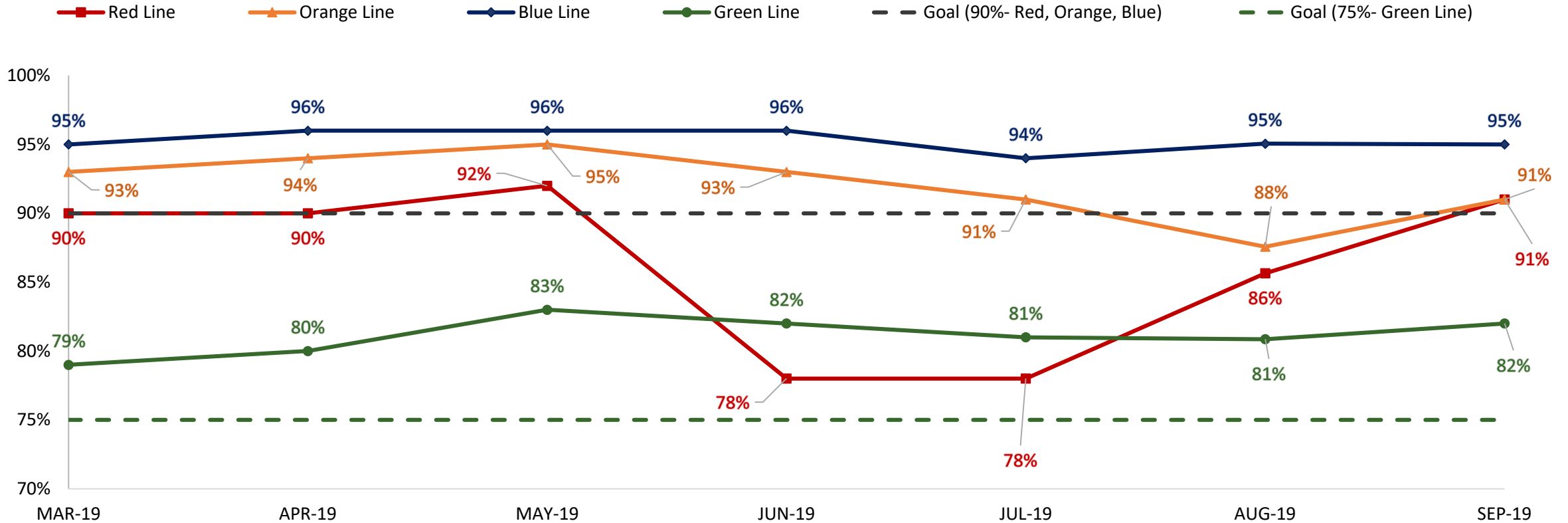
Massachusetts Bay Transportation Authority

Report from the Deputy General Manager

Fiscal and Management Control Board

October 21, 2019

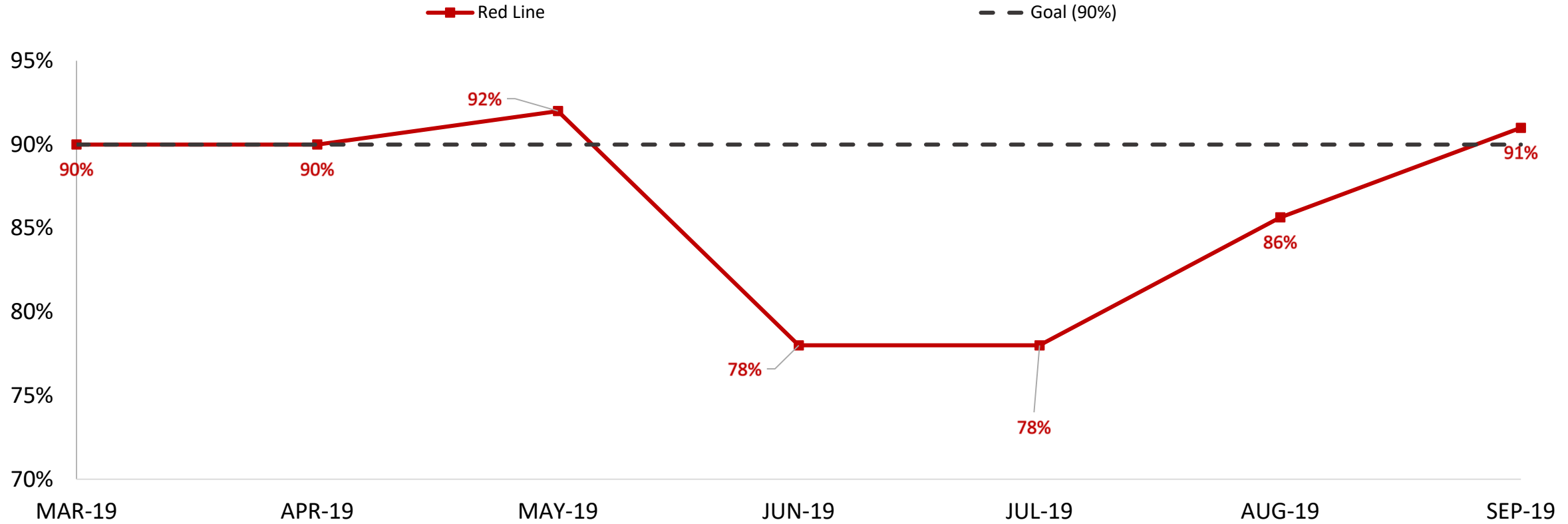
On-Time Performance: Rapid Transit



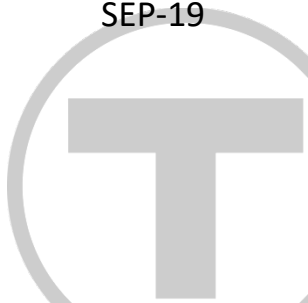
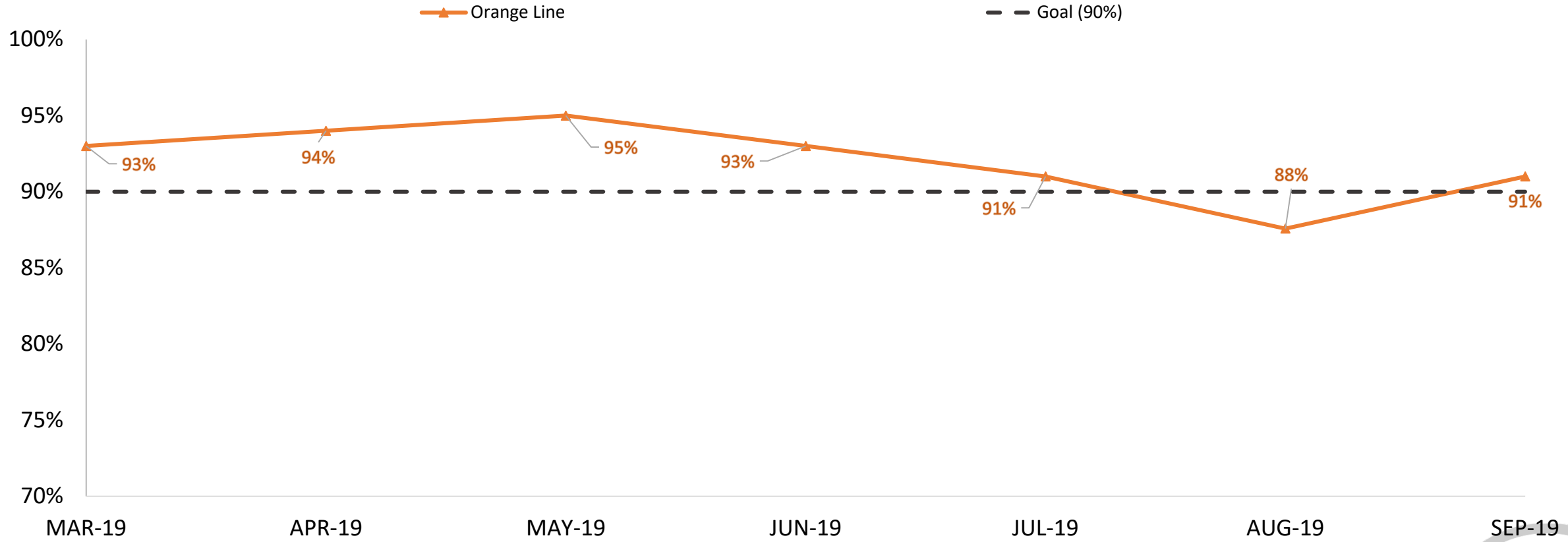
Methodology: the percent of riders who wait the scheduled time or less between trains



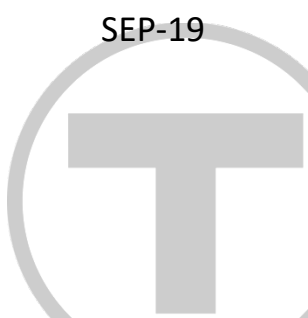
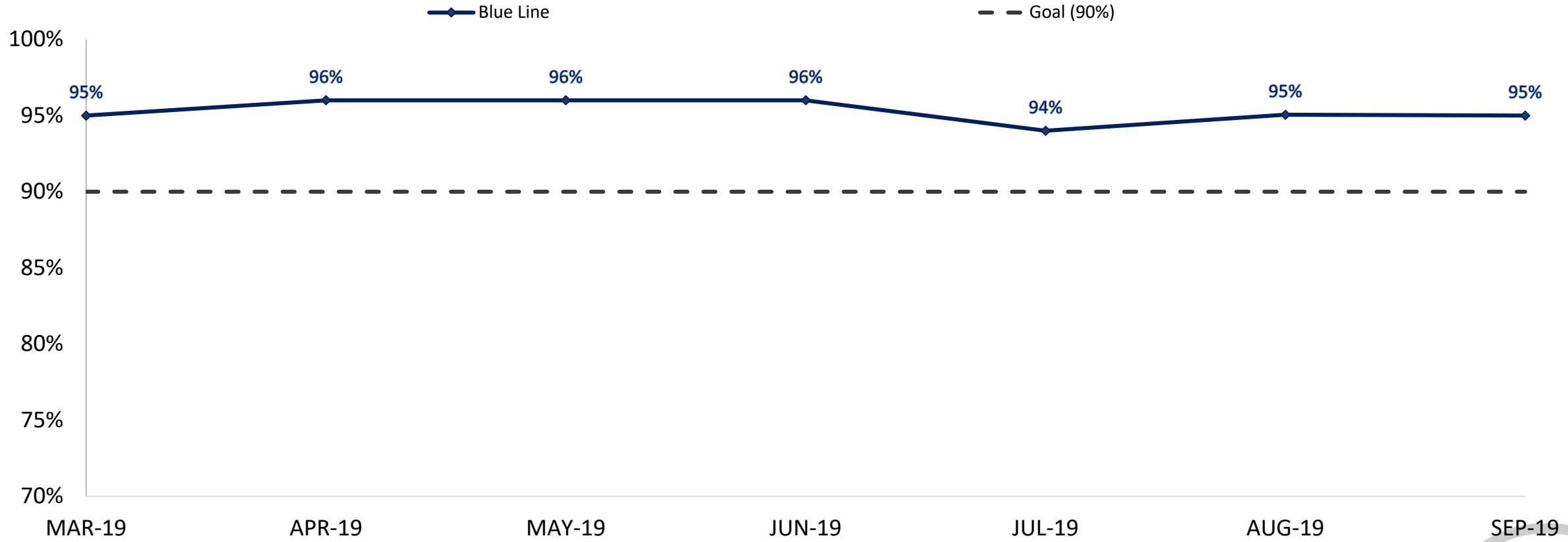
On-Time Performance: Red Line



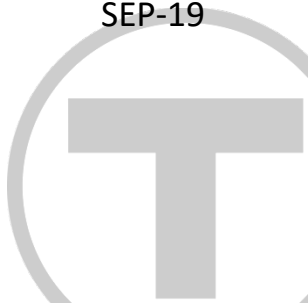
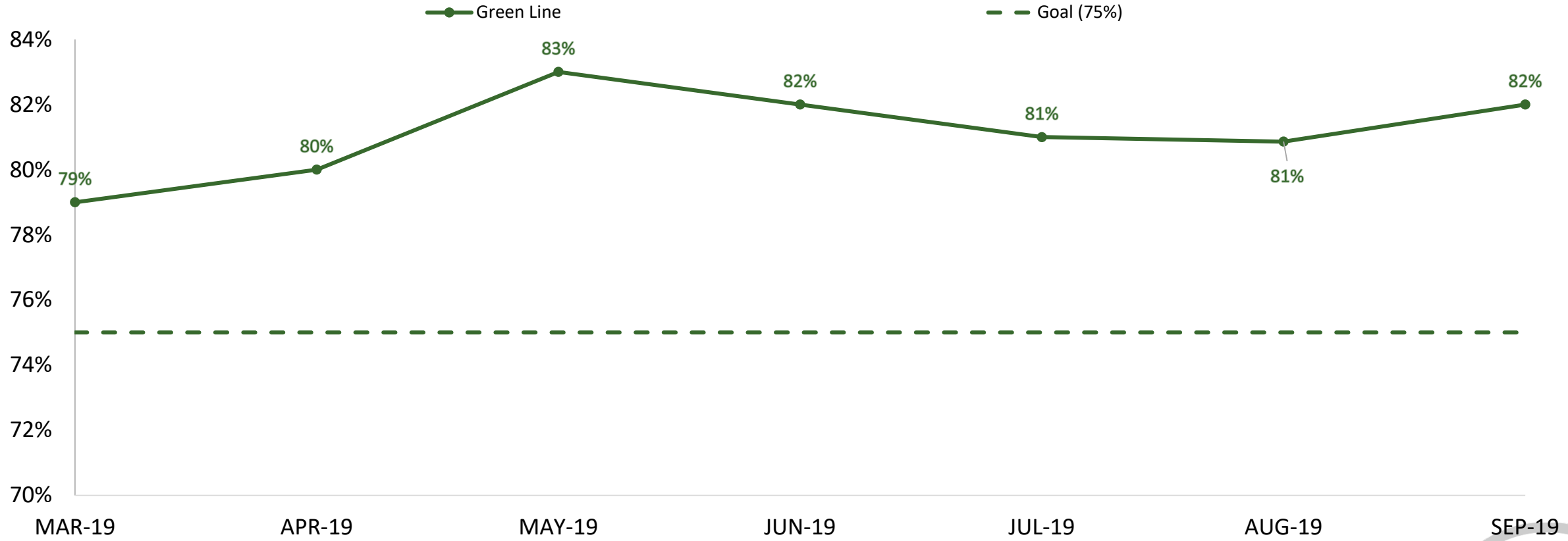
On-Time Performance: Orange Line



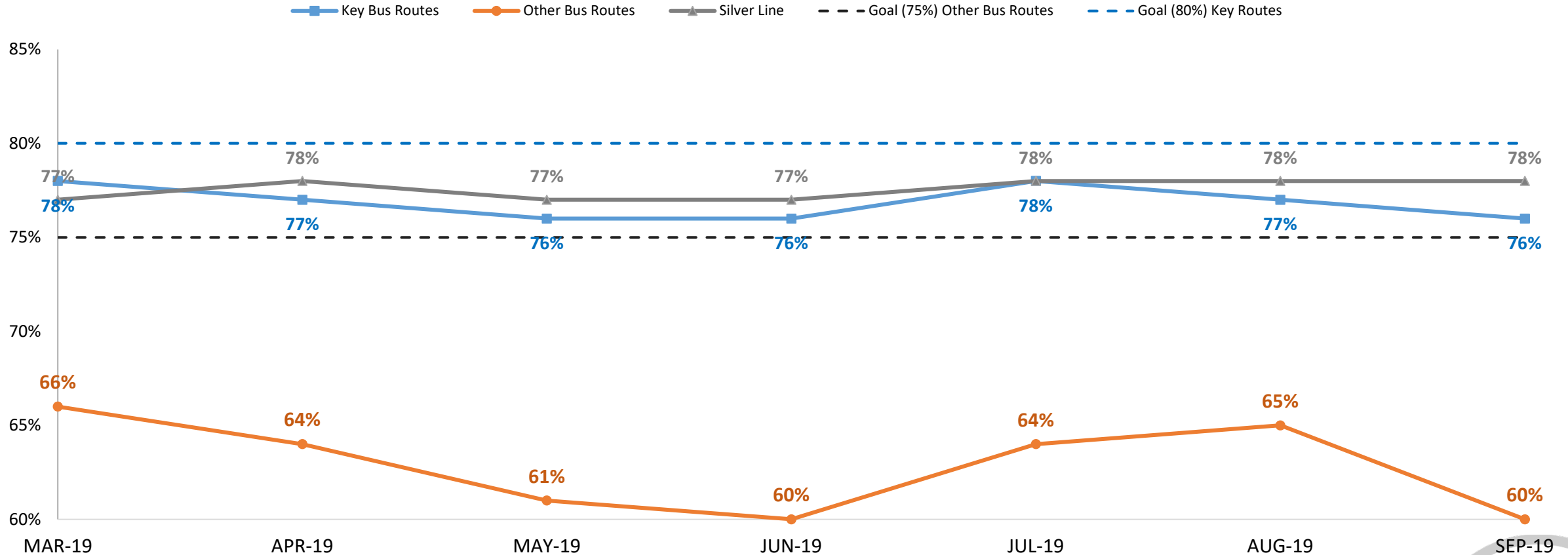
On-Time Performance: Blue Line



On-Time Performance: Green Line



On-Time Performance: Bus and Silver Line

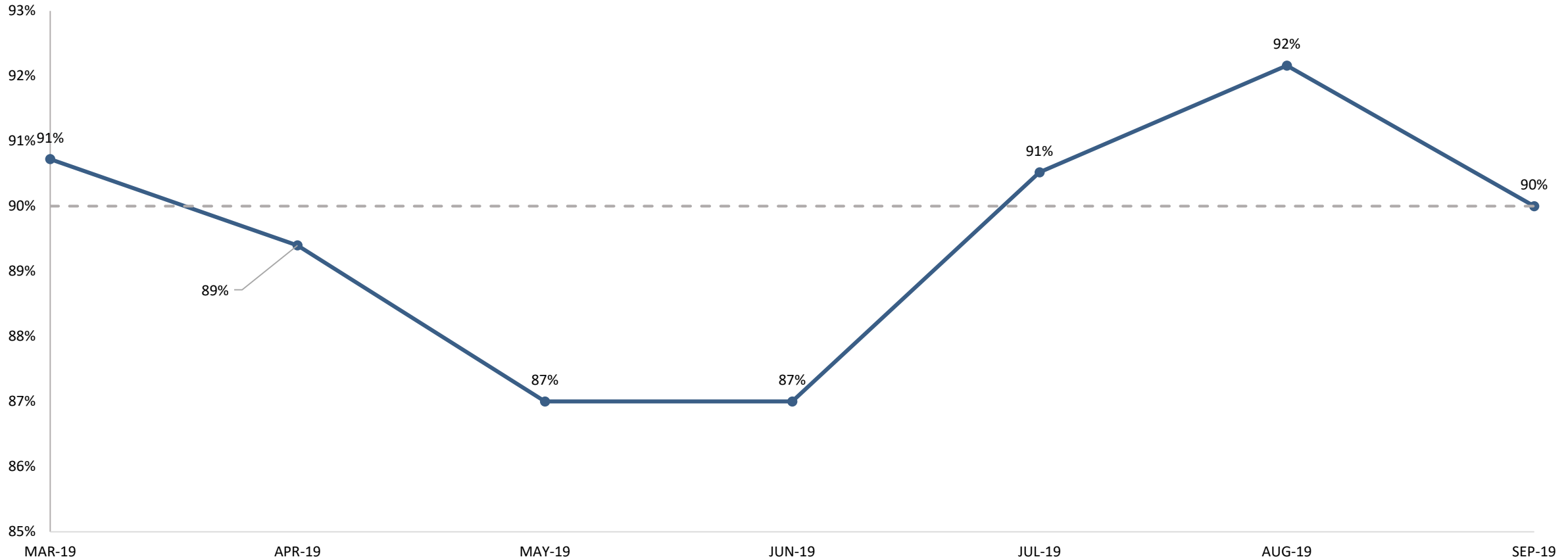


Methodology

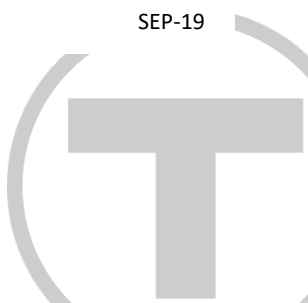
- Key Bus Routes and Silver Line are reliable when buses leave a stop within 3 minutes of the scheduled trip
- Other Bus Routes reliable when buses leave a stop within 1 minute before and 6 minutes after the scheduled time



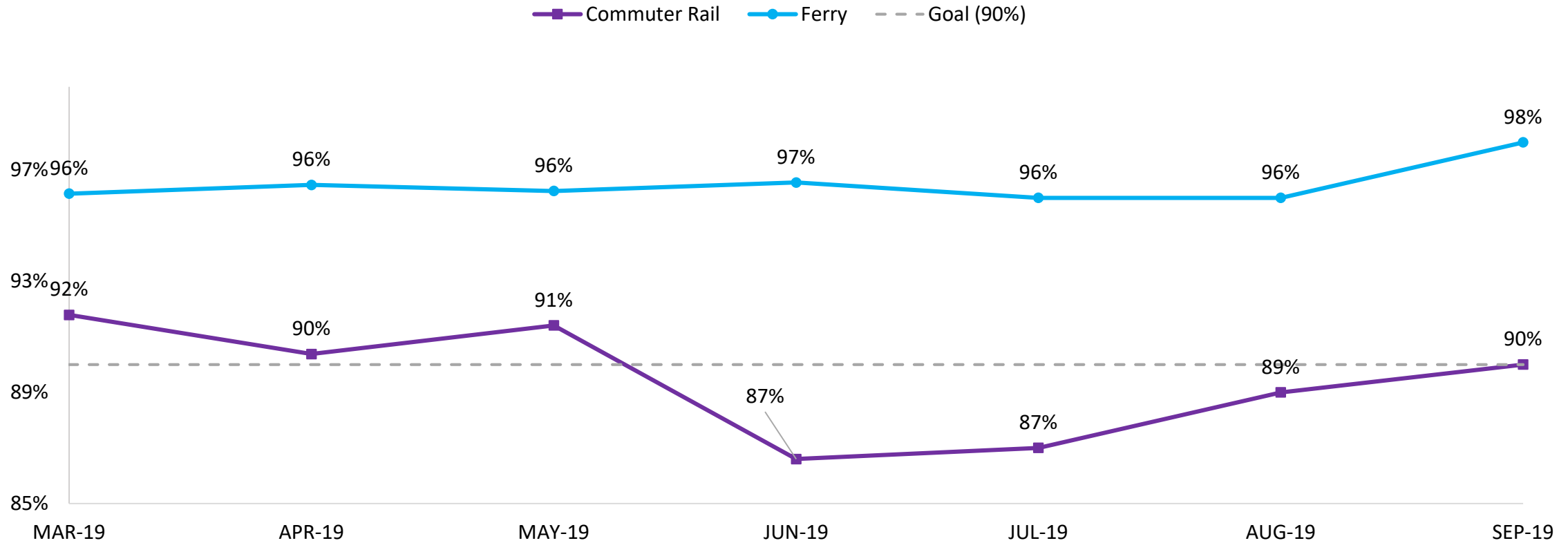
On-Time Performance: the RIDE



Methodology: Percentage of RIDE trips where the customer is picked up no later than 15 minutes after their scheduled pickup time or arrives no later than 5 minutes after the scheduled drop-off time for an appointment trip



On-Time Performance: Commuter Rail & Ferry



Methodology: The percentage of trains/boats that arrive at the final stop within 5 minutes of the schedule.

