



**Massachusetts Bay
Transportation Authority**

Forging Ahead: Bus and The RIDE

November 9, 2020

Overview of Service Changes

- The MBTA is providing more service than its revenues can support and its ridership justifies so today staff will propose adjusting service levels to a new, temporary “Base Service” that will gradually be implemented in CY 2021. This Base Service realigns service to match current ridership patterns while also preserving and protecting service for those who depend most critically on the MBTA for frequent and reliable service by reducing primarily non-essential services.
- The vast majority of MBTA service will continue and the service changes are not permanent. The MBTA will periodically realign service to match current and future ridership patterns, when durable revenue is available for pay for such service.
- No increases in fares are being proposed.
- The proposed service adjustments are not final and an extensive public engagement process begins today. On Tuesday the MBTA will hold the first of 11 virtual public meetings, which will continue through December 3, to accept public feedback on the proposed service changes. Online feedback is also being accepted, allowing riders to comment on proposed changes to the services that they use.
- The FMCB is scheduled to vote on the changes on December 7, so that planning can begin for gradually making the changes in 2021.
- While some service changes on Commuter Rail and Ferry could take place as early as January, the changes to Rapid Transit would be made in the spring and to Bus in the summer. This will allow the MBTA to adjust the proposed basic service if warranted by changes in ridership and if additional, durable revenue becomes available.



Most Service Is Preserved

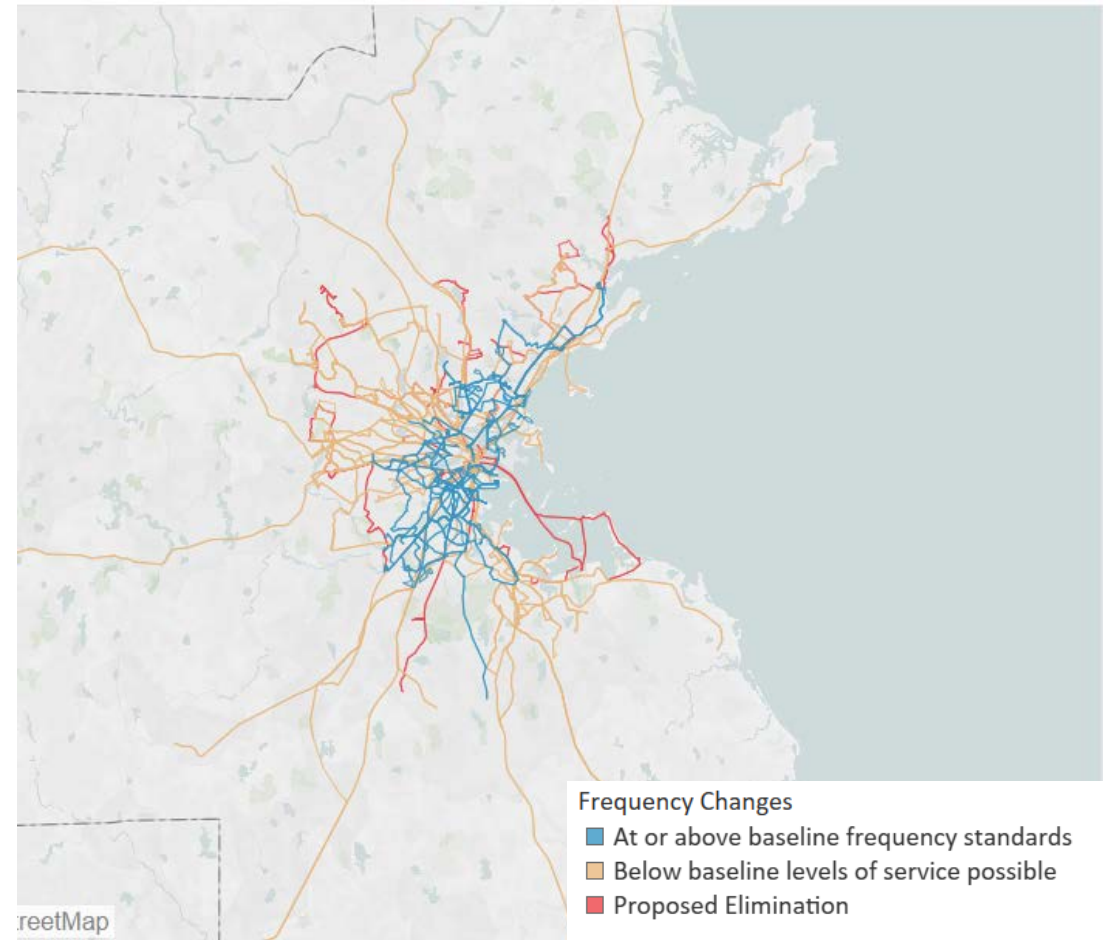
Current Weekday trips (Sept. 2020):

- 82% of weekday trips on essential services
- 18% of weekday trips on non-essential services
- 3% of current weekday trips will lack access or have to divert due to proposed changes (span, eliminations, station closures, short-turns)

Base service represents (weekly service hours vs. pre-COVID):

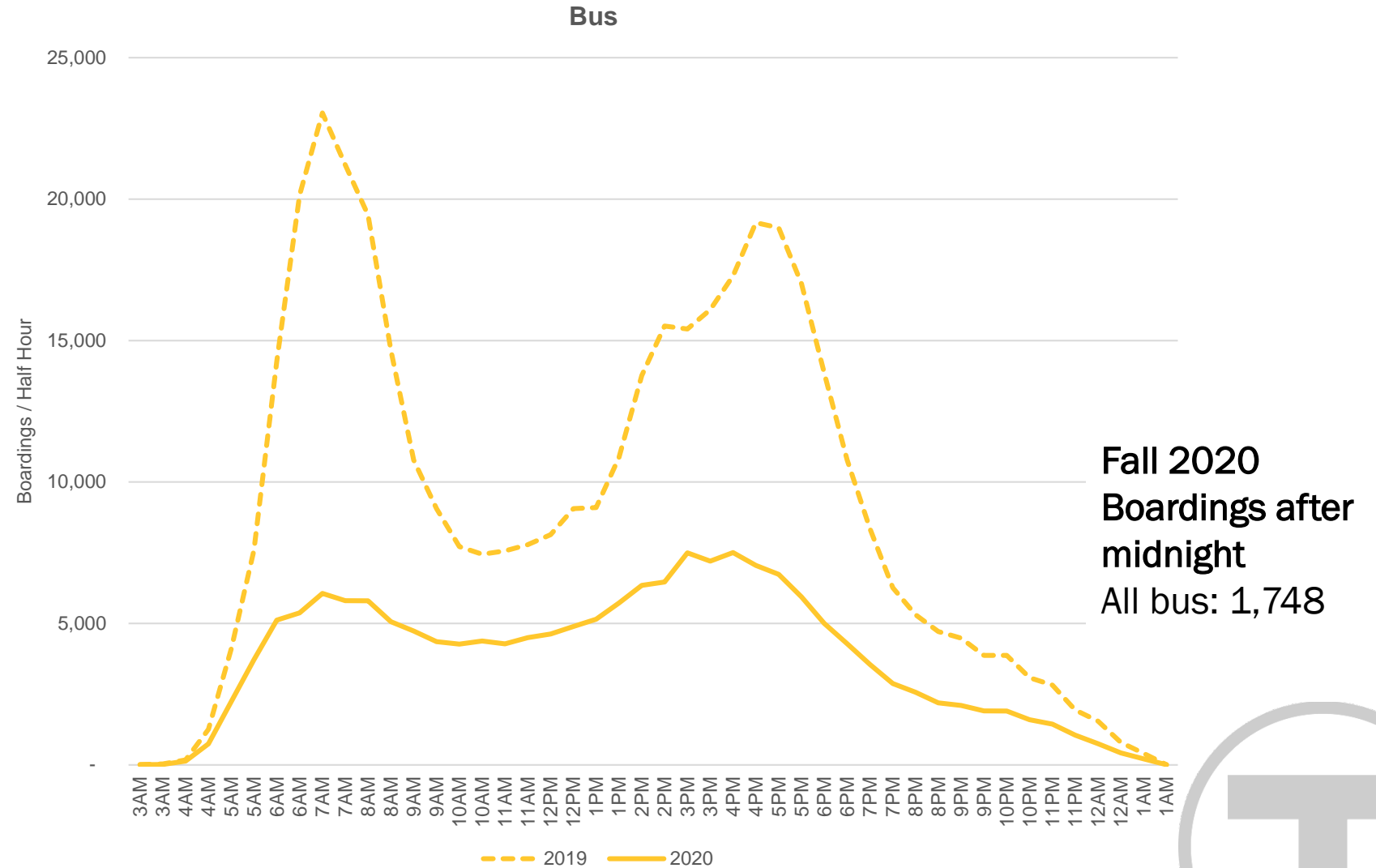
- 85% of Bus
- 70% of Rapid Transit
- 65% of Commuter Rail
- 0% of Ferry

Under this proposal 78.5% of households in the MBTA service area have MBTA service within ½ mile compared to 82% previously



Bus Ridership

- 171,000 boardings on weekdays, which is 41% pre-COVID
- Significant variation on route by route basis, e.g. Route 111 at >60% and SL2 at 20%
- Close to pre-COVID service levels system-wide, but distributed differently to account for different ridership patterns and support social distancing
- 21 Routes have more significantly more service than pre-COVID to help prevent crowding (e.g. Routes 22, 23, 66, 111, 116/117, 109)



Changes at a glance – Bus

- Stop all service after midnight, but no changes to start of service or days of operation
- Reduce frequency on essential and non-essential routes:
 - **Reduce frequency on essential routes by 5% on average system-wide.** Reduction will vary route by route and by time of day (in some cases likely no change vs. pre-COVID service levels for routes like 111, 116/117, 109, etc.; for others potentially 20-30%), **all based on ridership**
 - **Reduce frequency on non-essential routes by 20% on average system-wide.** Reduction will also vary route by route and by time of day
- Out of 169 MBTA routes, consolidate 14 routes, shorten 5 routes, and eliminate 25 routes. Of those eliminated:
 - 7 routes within $\frac{1}{4}$ mile of alternative bus or rapid transit, so no riders are stranded
 - 12 routes serve non-transit critical, low ridership trips (“bottom right box”)
 - 6 routes serve high transit critical riders, but have very low ridership and have significant, but not fully alternative options
- Eliminate suburban subsidy program which partially funds 5 additional services (Bedford, Beverly, Burlington, Lexington, and Mission Hill), but fewer than 200 avg. weekday riders
- About 1.1% of pre-COVID RIDE trips would be shifted from ADA to Premium; no changes to overall geographic coverage area, though hours of operation may change based on changes to other modes. Lengthen scheduling window from 30 to 40 minutes.
- **All operating routes will continue to be reviewed for crowding and adjusted as part of quarterly Service Planning process, including social distancing guidelines**

Base service at a glance:

Sept. 2020 ridership: 41% of pre-COVID rider.
 85% of pre-COVID service hours
 \$38M annual savings vs. FY21 budget

65% of Pre-COVID service hours

Bus overview

	FY21 Budgeted service	FY22 Base Service	2017 Service Delivery Policy* (only applicable for essential service)
Services	<ul style="list-style-type: none"> 169 routes 	<ul style="list-style-type: none"> ~140 routes 	
Hours of operations (varies by line)	<ul style="list-style-type: none"> Varies significantly by route 	<ul style="list-style-type: none"> All bus service stops at midnight, but early bird service will continue on essential routes 	<ul style="list-style-type: none"> Weekdays & Saturdays: 6:00 AM to midnight for Key Bus Routes (KBR); 7/8:00 to 6:30/7:00 PM for Local Routes Sundays: 7:00 AM to midnight for KBR; 10:00 AM to 6:30 PM for Local
Frequency	<ul style="list-style-type: none"> Varies significantly by route 	<ul style="list-style-type: none"> ~80 essential routes operate within existing Service Delivery Policy, including crowding standards ~60 non-essential routes that come 20-30% less frequently than pre-COVID 	<ul style="list-style-type: none"> Peak: Every 10 min. for KBR, every 30 min. for Local Off-Peak weekday: Every 15-20 for KBR, every 60 min for Local Weekends: Every 20 min for KBR, every 60 min for Local
Additional customer impacts		<ul style="list-style-type: none"> 19 routes consolidated or restructured 25 routes eliminated, but only <1,700 pre-COVID riders stranded (<0.5% of Pre-COVID ridership) 	

*Commuter or Community Route Standard not shown; Minimum span only standard for high-density areas. There is no span standard for low-density areas on weekend

Bus details

Ridership impacts (based Sept. 2020 ridership):

- Lack of Access:
 - 1,697 riders (Sept. 2019 ridership), less than 0.5% of all bus ridership, due to greater than ½ mile from alternatives, **likely closer to fewer than 700 riders (conservatively)**
 - 1,748 riders due to service stopping at midnight
- Divert: <6,000 riders
- Frequency:
 - ~31K riders, likely not within SDP (non-essential routes)
 - ~130K riders, service still within SDP (essential routes)

Consequences/impacts from reducing service to base service level:

- Loss of skilled labor
- Will take more than a year to re-hire and re-train labor when returning service levels

Total gross savings:

- No savings in FY21
- \$38M in FY22



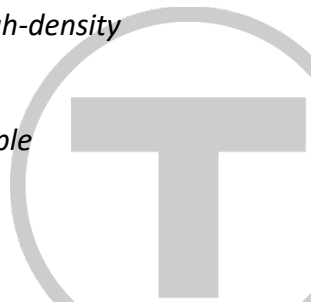
Appendix: List of all essential bus routes

High Transit Priority & High Ridership Potential (Key Bus Routes and Silver Line Routes in gray)							
1	21	32	42	69	105	120	504
8	22	33	44	83	106	121	CT2
9	23	34	45	85	108	202	CT3
10	24	35	47	86	109	210	SLW
11	26	36	50	89	110	215	SL1
14	27	37	51	91	111	240	SL2
15	28	38	57	93	114	411	SL3
16	29	39	64	97	116	424	SL4
17	30	40	65	99	117	429	SL5
19	31	41	66	104	119	455	

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Frequency	<ul style="list-style-type: none"> Peak: Every 10 min. for KBR, every 30 min. for Local Off-Peak weekday: Every 15-20 for KBR, every 60 min for Local Weekends: Every 20 min for KBR, every 60 min for Local

**Commuter or Community Route Standard not shown; Minimum span only standard for high-density areas. There is no span standard for low-density areas on weekend*

Note: Route 68 initially included in essential services (as serves essential trips), but as multiple alternatives exist with ¼ mile, proposed eliminating route



Appendix: List of all non-essential bus routes (without major structural changes)

Non-essential bus routes w/o major structural changes (Key Bus Routes in gray)					
4	74	101	195	238	450
7	75	112	201	245	712
34E	77	132	211	350	713
59	87	134	216	426	
60	90	137	217	430	
61	92	171	220	435	
67	94	191	222	436	
70	95	192	225	439	
71	96	193	226	441	
73	100	194	236	442	

- All routes listed here will continue to operate
- All routes will stop service at midnight
- Frequency may be significantly reduced throughout the day



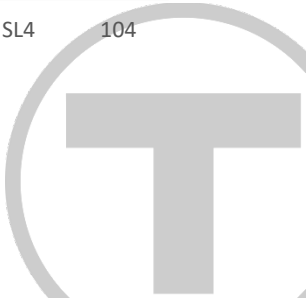
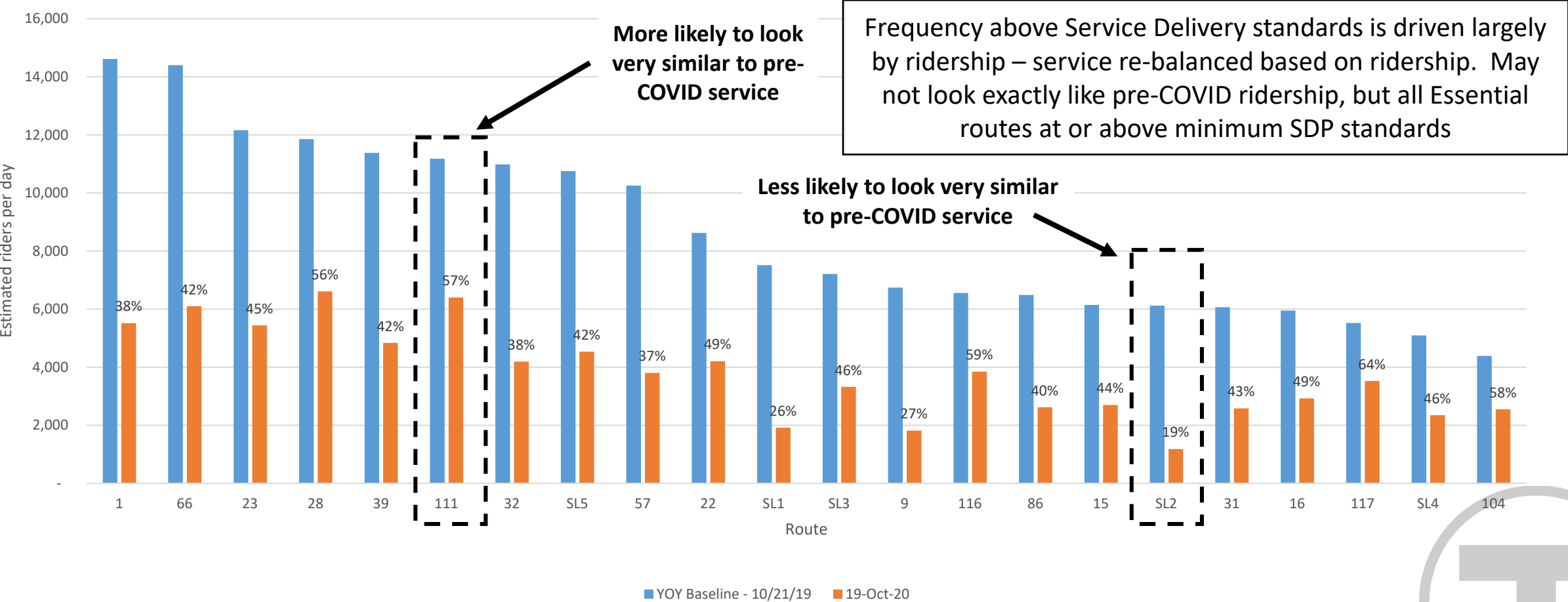
Appendix: All bus routes with major structural changes or eliminations

Consolidated Routes	Restructured routes (shortened)
62 & 76	553
84 & 78	554
88 & 90 (w/ GLX)	556
214 & 216	558
352 & 354	230
501 & 503	
502 & 504	
Restructured & consolidated routes will continue to operate, but stop at midnight and with lower frequency	

Eliminated routes			
Within ¼ mile of bus or rapid transit	High transit critical, very low ridership, redundant options available on portion of most routes	Low transit critical, low ridership)	
43	18	52	505
55	170	72	710
68	221	79	714
80 (w/ GLX)	428	131	Suburban subsidies
325	434	136	
326	716	212	
456		351	
		451	
		465	

Appendix: What 5% frequency reduction looks like on Essential Services

Daily Bus Ridership YOY, 10/21/19 vs. 10/19/20, Example Essential Routes by Ridership



Nearly 99% of pre-COVID trips are unaffected

Appendix: The RIDE



Lever	Pre-COVID trips impacted		Gross Savings (\$M) FY22	Risks / Consequences
	Annual	Avg. daily		
<ul style="list-style-type: none"> Increase scheduling window from 30 to 40 minutes 	All riders		\$0.4 - \$1.2	<ul style="list-style-type: none"> Some trips may be booked 40 minutes from request time instead of current 30 minutes
<ul style="list-style-type: none"> Changes to ADA/Premium service area based on fixed route eliminations/restructuring 	~18,000 impacted (assume of that, ~4,000 trips no longer made)	~50 trips impacted (assume of that, ~11 trips no longer made)	\$0.3 - \$0.5	<ul style="list-style-type: none"> Of 1.5M pre-COVID weekday trips, approx. 18,000 would shift from ADA to premium service Of these, it's estimated customers would avoid taking 4,000 trips due to the higher premium fare, leaving 14,000 trips shifted to premium service Dependent on final package of service changes for fixed route
<ul style="list-style-type: none"> Changes to ADA/Premium service to fully adhere fixed route times of service 	Under review			<ul style="list-style-type: none"> Start/stop of RIDE service adjusted to fully match times of service of other MBTA modes (e.g. Bus/Rapid transit stopping at midnight, Commuter Rail at 9 PM)

RIDE fares per trip:

- Premium - \$5.60
- ADA - \$3.35