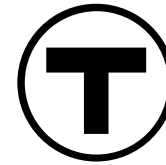


MBTA Bus Network Redesign

Executive Summary



WHY REDESIGN THE NETWORK?



Better
Bus
Project
Making transit
better together

WE'VE HEARD FROM OUR RIDERS AND THE PUBLIC:

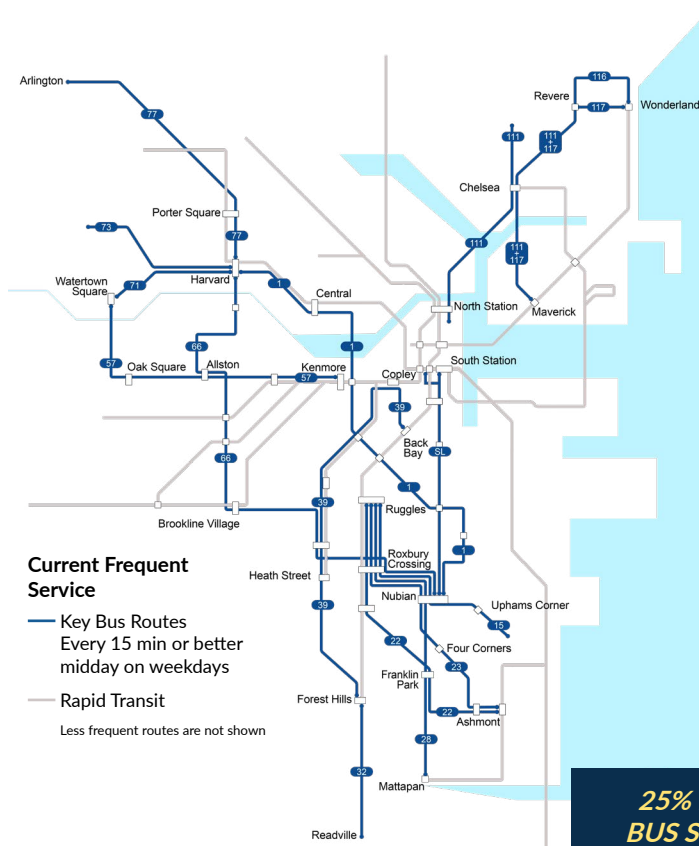
The region has changed. But our bus network has not changed with it. Transit is essential to the region's economy. And the bus serves our most transit-dependent populations.

However, there isn't enough frequent service when people need it, and the network is difficult to understand due to route variations/deviations.

SO IT'S ESSENTIAL THAT OUR BUS NETWORK CHANGES

The **BUS NETWORK REDESIGN (BNRD)** is an initiative of the Better Bus Project (BBP). BBP is part of the \$9.6 billion, 5-year capital investment plan to improve bus service. BBP projects include bus stop improvements and station renovations, fleet and facility improvements, bus service improvements like transit priority and operations enhancements, modernized fare collection and passenger information, and improved accessibility of the entire system.

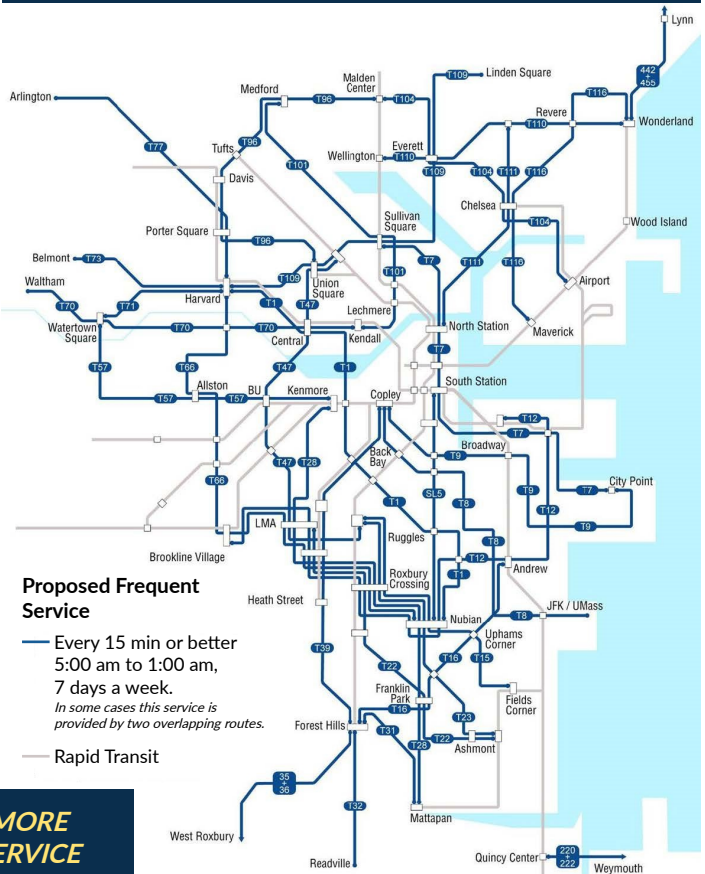
CURRENT HIGH FREQUENCY NETWORK



Current Frequent Service

- Key Bus Routes
Every 15 min or better
midday on weekdays
- Rapid Transit
Less frequent routes are not shown

NEW HIGH FREQUENCY NETWORK



Proposed Frequent Service

- Every 15 min or better
5:00 am to 1:00 am,
7 days a week.
*In some cases this service is
provided by two overlapping routes.*
- Rapid Transit

**25% MORE
BUS SERVICE
across the network**

Only frequent service shown



CAPTURING PUBLIC FEEDBACK THROUGHOUT THE BNRD PROCESS

20,000+ PUBLIC COMMENTS RECEIVED

MEETINGS AND EVENTS:



85+ meetings with
**25+ municipalities
and agencies**

40+ meetings with
elected officials

45+ community group
meetings and focus groups

15 External
Task Force meetings

23 open houses/
community meetings

Comments from **135+**
**bus operators and MBTA
operations team**

3 public hearings

15 street teams

13 coffee hours

MATERIALS:



35 neighborhood
fact sheets available
in **9** languages

BNRD website:
mbta.com/BNRD

30 email blasts with
project announcements

65+ social
media posts

Online feedback form
and travel survey

30 newspaper ads

75+ digital
billboards

Digital signs in
**MBTA stations
throughout the system**

Posters and
announcements **on buses
throughout system**

FEEDBACK RECEIVED THROUGH:



16,000+ online
feedback form comments

850+ emails

225+ voicemails

1,400+ comments at
community meetings and
public hearings

1,700
travel survey responses

750+
comment form responses

500 comments
from open houses
and street chats

8 petitions with
2,500+ signatures

This feedback was incorporated directly into the design – including changes to 85 of the 133 routes between the draft and final version.



Better
Bus
Project

BUS RIDERS HAVE TOLD US WHAT IMPROVEMENTS ARE MOST IMPORTANT TO THEM – AND WE LISTENED.

Based on input from a wide range of riders and potential riders, the Bus Network was focused on **six goals** that ensure that the bus system gets people where they want to go quickly and reliably.



GOALS FOR THE REDESIGNED NETWORK



1

Equity first*, prioritizing the needs of those who depend on buses and need frequent, reliable service



2

More frequent service in busy neighborhoods



3

More all-day service



4

New connections to more places (including non-downtown centers)



5

A network that's simpler and easier to use



6

More transit priority and other infrastructure to improve reliability and accessibility

* *Equity is defined as improving access and quality of service for transit-critical populations*

(low-income populations, people of color, seniors, people with disabilities, or people who live in households with few or no vehicles)

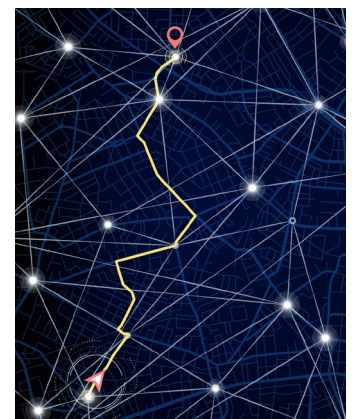


DATA INFORMING THE DESIGN

Meeting the goals outlined above requires a detailed understanding of where and when people travel. **LOCATION-BASED SERVICES (LBS)** data from cell phones is anonymized and unlinked from identifying information. This data helped design the new bus network by:

- Identifying the trips people are making on **all modes** (not just transit) all week to know where there is an **opportunity for bus to move people efficiently**.
- Focusing on the types, locations, and times-of-day of trips made by low-income residents, people of color, and people in zero and low vehicle households. This helps identify where there is **the most need for bus service**.

Data-driven design allowed the MBTA to increase service where and when riders need it the most.



Better
Bus
Project



A BETTER NETWORK FOR THE BOSTON REGION:

25% MORE BUS SERVICE ACROSS THE NETWORK RESULTS IN:



1

125,000 more low-income households and residents of color served by high-frequency service



2

BNRD doubles the number of high frequency corridors with buses every 15-minutes or better, all-day, 7 days a week



3

31% increase in high-frequency service on weekends



4

Neighborhoods, employment districts, and medical, educational, and cultural centers receive new all-day high-frequency routes



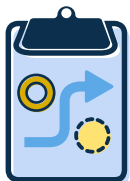
5

More routes have consistent service throughout the week with fewer variations and deviations



6

Implementation Plan prioritizes infrastructure for bus service quality and reliability



FROM PLANNING TO IMPLEMENTATION

Implementation will be completed over a five-year period. Route changes will be prioritized for implementation based on coordination with the MBTA's municipal partners, internal capital planning, and operator headcount. This will ensure that route changes benefit from supportive infrastructure changes that maximize operational improvement.

Secure capital and operating funding

Hire operators and support staff

Work with municipal partners

Build supportive infrastructure



Implementation Considerations:

1. Bus operator shortage
2. Delivering transit priority projects
3. Fleet and facilities program
4. Develop a 5-year phasing plan



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