



**Massachusetts Bay
Transportation Authority**

Third Party Bus Contracts

June 20th, 2024

2024 Program to improve safety and reliability of system

- ✓ Critical trackwork along entire system.
- ✓ Remove all speed restrictions.
- ✓ Ensure track reliability.

Track Improvement Program 2024 | Segmenting Track

Priority Trackwork for State of Good Repair in 2024

Segt	Alternative Service Area	Speed Restrictions	Modeled Delay (min)	Duration (days)	January	February	March	April	May	June	July	August	Sept	October	November	December
1	North Station to Lechmere	2	1.8	14												
2	North Station to Kenmore, Heath, Babcock	15	8.7	21	■	■										
3	Copley to St. Mary's, Babcock, Brookline Hills	9	4.2	18			■									
4	Boston College to Kenmore	7	1.7	10								■				
5	Cleveland Circle to St. Mary's	1	0.1	6											■	
1	Oak Grove to North Station	13	1.7	6									■			
2	Wellington to North Station	5	4.3	9							■					
3	Sullivan to Back Bay	6	2.3	10						■						
4	Haymarket to Jackson Sq	2	1.3	4			■									
5	Back Bay to Forest Hills	15	4.8	11										■		
1	Alewife to Harvard	9	6.5	9		■										
2	Alewife to Kendall	9	4.0	16								■				
3	Harvard to Park	3	0.8	6												■
4	Kendall/MIT to Broadway	8	3.7	6										■		
5	Park to JFK/UMass	8	2.6	8					■							
6	Broadway to North Quincy	4	2.7	6												■
7	JFK/UMass to Braintree	22	9.1	16									■			
1	Airport to Wonderland	12	5.3	12				■	■							
2	Bowdoin to Airport	2	0.7	Night Orders												
		152	66.3	188												

of Speed Restrictions as of 11/6/23

RECAP

- Ambitious plan to remove all existing speed restrictions by end of 2024
- Not exhaustive – additional work planned during 2024 that will require diversions for Commuter Rail, MassDOT, and other MBTA rapid transit
- Most of proposed work will require the use of shuttles to provide alternative service during diversions

From 11/16/23 Board meeting Report from General Manager



Busing requirements to execute Track Improvement Plan

- Unprecedented number of buses required to execute diversions, as reviewed in December 2023 Third Party Bus board presentation
- Significant work undertaken to (a) improve quality of diversions while (b) decreasing reliance on third party buses and overall bus costs, including:
 - Significant coordination with **municipal partners** (including new monthly all municipality meeting)
 - Substantial use of **pop-up bus lanes** and other priority treatments
 - **Increased service on alternative options** (e.g. bus, rapid transit, commuter rail)
 - **Increased shuttle work by MBTA operators** (up to 3x over past months) on weekends, and **piloting MBTA operators working weekday shuttles** this fall
 - **Expanded teams** to support diversion planning and execution work, leading to significantly improved internal and external coordination, planning, and operations



Current outcomes and path forward

- One vendor, A Yankee Line, continues to be uniquely successful in meeting the MBTA's requirements and as a result has won approximately >90% of MBTA business due to
 - Investments in low-floor buses specifically to pursue MBTA work
 - Ability to support most requests
 - Excellent customer service and operational abilities
- Other contracted providers have been unable to support the MBTA to the same extent
 - They lack the flexibility to support diversions on due to other contracted commitments, less equipment, and reduced operator availability
 - The scope of many of the diversions exceed their capacity
- As a result, through amendments, the contract with A Yankee Line has been increased from an initial value of \$30 million to \$116.45 million
- Since December 2023 Yankee contract amendment, MBTA has continued to bid out all work, with Yankee continuing to win majority of business. However, overall costs under projected budgeted due to ability to provide earlier notice vs. historically
- Yankee amendment was projected to provide contract capacity through end of April, but will not exhaust until end of June
- The contract was written with the **intent** to amend like this for additional work



Next steps

- The MBTA's 2021 procurement allows increases in the value of the contracts, and we believe the rates to be favorable
- However, contract also allows MBTA to make amendments
- Re-opening existing contract with all vendors:
 - Clarify accessibility language to ensure all sub-contractors held to same standard as contractors
 - New Service Level Agreements for vendors over \$10M in 12 months previous, focused specifically on key accessibility concerns (e.g. lift deployments)
 - Opportunity for lower cost vendors to amend their rates to be on par with higher cost vendors
 - Potential new core supplier for all medium to large diversions, with winning vendor required to submit new commitments for accessibility, diverse suppliers, low-floor vehicles, and in-state buses
- To meet forecasted needs for at least 3 months, we are requesting approval for \$43 million contract amendment for A Yankee Line



Vote language

This is a true and accurate copy of the action taken by the Board of Directors of the Massachusetts Bay Transportation Authority on June 20, 2024.

IT IS VOTED:

To authorize the MBTA General Manager, or his designee, to execute a contract amendment with A Yankee Line, Inc. in the amount of not-to exceed \$43,000,000 to provide Shuttle Bus Services and to execute any necessary or ancillary documents in the name and on behalf of the Massachusetts Bay Transportation Authority to effectuate this Agreement.



Appendix

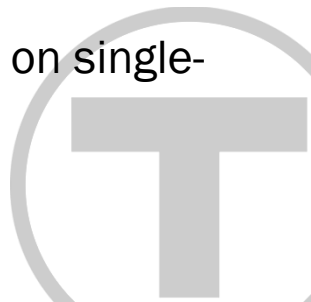


Appendix: Alternative Service at the MBTA

Diversion Service Standards Summary	
Service Objective	Standard
Service Availability	Other existing MBTA services will be considered as substitute service options during a diversion, provided they meet these diversion standards
Capacity	Substitute service should operate frequencies as similar as possible to regular service
	Substitute service will provide the same span of service as regular service
Accessibility	Substitute service should provide capacity to support 70%* of historic demand on the corresponding rapid transit segment
	Substitute service vehicles will be 100% ADA compliant and terminate at accessible stations with safe and accessible paths to connecting service
Customer Information	Accessible information in multiple languages will be made public at least two weeks before the start of a diversion, and at least 60 days before the start of a surge event
Fares	Fares will not be higher for substitute service than the same trip with regular service

Preliminary Rapid Transit Diversion Service standards from 10/24/23 Board meeting

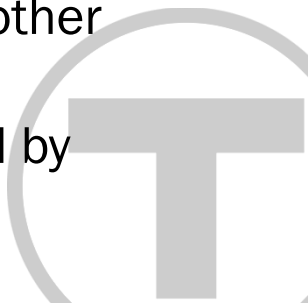
- Diversion standards ensure that all passengers have a safe, reliable, accessible experience
- Diversion strategy and execution significantly improved and evolved since 2017
 - Contracted Bus/Alternative Bus Team increasing to 9 FTEs in FY24 (currently 2)
- Long term goals to improve alternative service are:
 - Increase amount of shuttle work done by MBTA resources and/or use of existing bus routes
 - New 589 wage agreement
 - Rehiring retirees
 - New digital overtime hiring tools
 - Bus Network Redesign
 - Change way of working to rely more on single-tracking or similar approaches



Appendix: Current bus vendor contracts - framework

Vendor	Original Contract Value (\$M)
A Yankee Line	\$30
Academy Express	\$10
Paul Revere Transportation, LLC	\$10
Peter Pan Bus Lines, Inc.	\$10
DPV Transportation, Inc.	\$2
Bill's Taxi Service, Inc. d/b/a A&A Metro Transportation	\$2
Total	\$64

- In 2021, the MBTA conducted a Request for Proposal (RFP) for shuttle bus services which set rates for services for the contract duration. The estimated scope of the diversion work was valued at \$64 million
- Contracts were awarded to six providers with the base term ending in March 2025 plus two additional one-year option periods.
- The initial individual contract values were based on then-current estimated scope requirements and allocated based on the vendors' capabilities
 - The procurement allows contract values to be amended to support actual diversion requirements
 - The contract values are not commitments to spend the full amount but rather not to exceed values
- Due to large diversion efforts, the contract has been amended to allow providers to sub-contract and source buses from other states
- Funding for the contracts is only committed as it is used by specific capital projects that require diversions



Appendix: How the MBTA is currently using the agreements

- Diversion service opportunities are presented to contract vendors and, if interested, they may propose pricing at or below their contract rates and commit to specific equipment. The Contracted Bus Services team awards based on the ability to meet requirements with a focus on low floor ramp-equipped vehicles
 - Note – all buses on any MBTA diversion are 100% ADA compliant
- Increases in the number, size and type of diversions has driven greater need for diversion shuttles
- Also, increased nationwide competition for coach and low floor buses has resulted in a market where buses are regularly relocated around country for specific projects

Fiscal Year	Annual spend on Third Party Buses for capital shuttles
FY19	\$13.7M
FY20	\$11.3M
FY21	\$15.4M
FY22	\$11.5M
FY23	\$67.2M

