



MBTA Service Delivery Policy 2024 Updates

Public Hearing
November 14, 2024

Thank you for Participating!

- Thank you for joining the meeting! We appreciate your participation
- This meeting will be recorded so that it can be shared it with the people that were unable to join
- All participants will be muted upon entry so that only the presenters can be heard

Language Accessibility

English

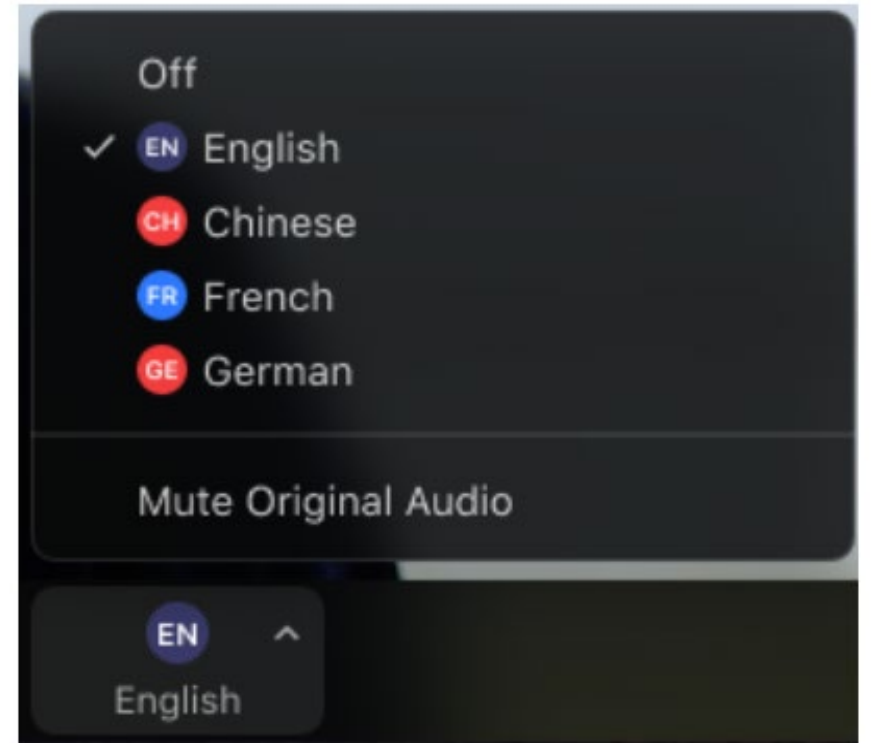
- We offer interpretation during this meeting. In your meeting/webinar controls, click Interpretation (the small globe icon) and click the language that you would like to hear.

Spanish

- Ofrecemos interpretación en español durante esta junta. Par escoger el audio en Inglés o en Espanol tendrá que picar el botón de interpretación, el cual tiene un imagen de un mund Cuando le pique la interpretación por favor de escoger el idioma cual le gustaria oir

Chinese

- 我们本次会议期间提供口译服务。在您的会议/网络研讨会的控件中，单击口译（小地球图标），并单击您想听到的语言



Diversity and Civil Rights

English

- All MBTA activities, including public meetings, are free of discrimination. The MBTA complies with all federal and state civil rights requirements preventing discrimination on the basis of race, color, national origin, limited English proficiency, and additional protected characteristics. We welcome the diversity from across our entire service area. If you have any questions or concerns, please visit www.mbta.com/titlevi to reach the Office of Diversity and Civil Rights.

Spanish

- Todas las actividades de MBTA, incluidas las reuniones públicas, están libres de discriminación. La MBTA cumple con todos los requisitos de derechos civiles federales y estatales que impiden la discriminación por motivos de raza, color, origen nacional, dominio limitado del inglés y características protegidas adicionales. Damos la bienvenida a la diversidad de toda nuestra área de servicio. Si tiene alguna pregunta o preocupación, visite www.mbta.com/titlevi para comunicarse con la Oficina de Diversidad y Derechos Civiles.

Chinese

- MBTA 的所有活动，包括公开会议，都没有歧视。MBTA 遵守所有联邦和州公民权利要求，防止基于种族、肤色、国籍、有限的英语能力和其他受保护特征的歧视。我们欢迎来自我们整个服务领域的多样性。如果您有任何问题或疑虑，请访问 www.mbta.com/titlevi 联系多元化和民权办公室

Overview

English

- Thank you for joining the meeting! We appreciate your participation.
 - This meeting will **be recorded** so that it can be shared with the people that were unable to join.
 - All participants will be muted upon entry so that only the presenters can be heard.

Spanish

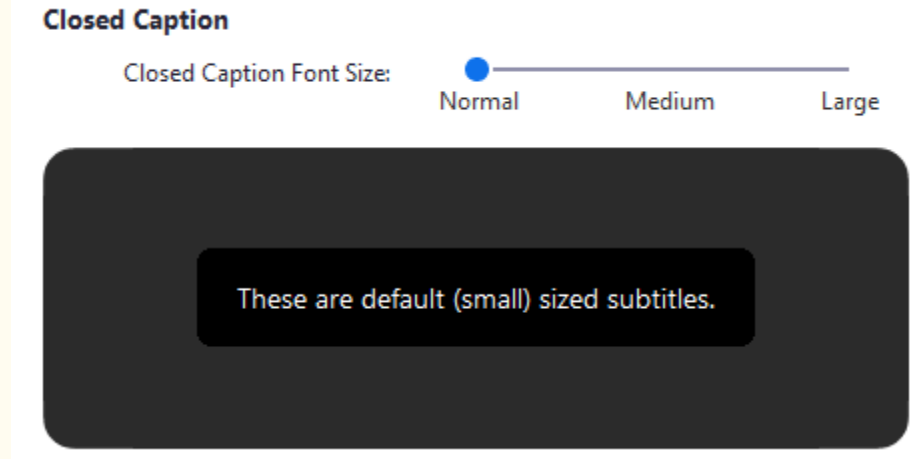
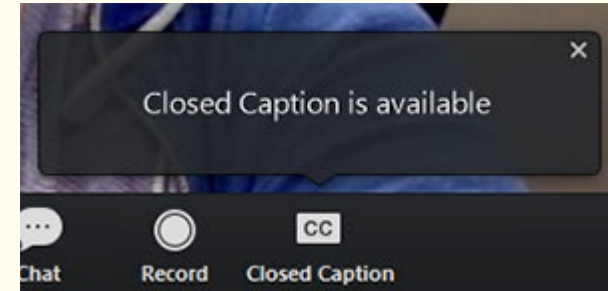
- ¡Gracias por atender esta junta! Agradecemos su participación.
 - Esta junta estaría grabada para poder compartir con los que no pudieron asistir.
 - Los participantes están silenciados al entrar la junta para que solo se pueda oír a los presentadores.

Chinese

- 感谢您参与此会议！
 - 本次会议将会**被录像**，以便我们把它分享给没能来参加的人。
 - 所有参与者在进来时都会被静音，以便于演讲者能被听到。

Closed Captions

- Click **Closed Caption** to start viewing closed captioning
 - **Tip:** Click and drag the closed captioning to move its position in the meeting window.
- To adjust the caption size:
 - Click the upward arrow next to **Start Video / Stop Video**.
 - Click **Video Settings** then **Accessibility**.
 - Move the slider to adjust the caption size



Use Chat for Technical Questions

English

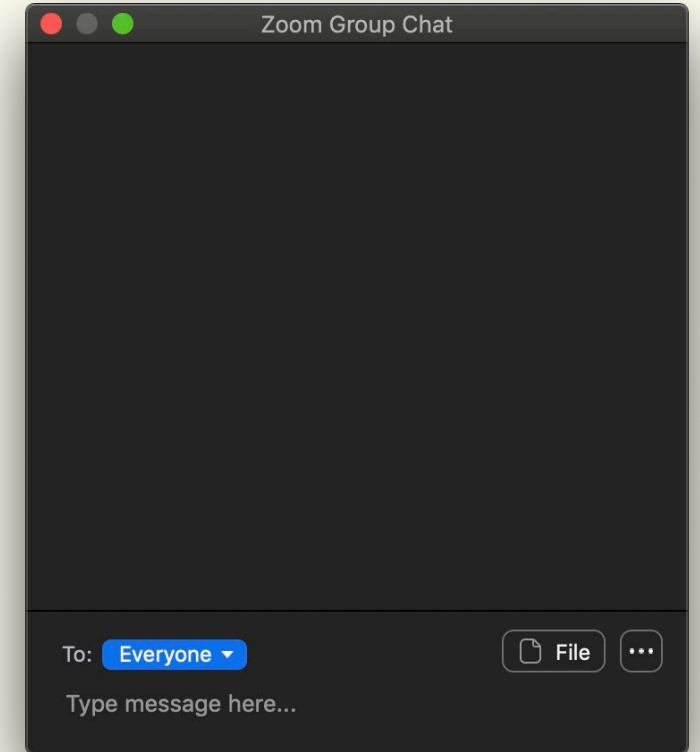
- If you have a technical question about Zoom or the features of the meeting, please use the chat function. Our technical assistant will attempt to troubleshoot your problem and get back to you.

Spanish

- Si tiene una pregunta técnica de zoom o los enseres de zoom durante la junta. Favor de usar el chat. Nuestro asistente técnico bajo el nombre de “Zoom Tech” le ayudará con su problema.

Chinese

- 如果您有关于Zoom或者会议功能的技术问题，请使用对话框的聊天功能。我们的技术辅助员会回复您并尽力帮您解决问题。



Introduction to Service Delivery Policy

- **The Service Delivery Policy: (1) sets the MBTA's service quality standards and (2) defines how service delivery is measured against those standards.**
- The service objectives of SDP are broadly concerned with the **quantity of service provided**. Other MBTA objectives like safety and customer satisfaction are not traditionally part of the SDP remit.
- OPMI produces **annual, public-facing reports** evaluating service quality performance for the previous fall.
- The policy is revised periodically, and was last updated in 2021. This **2024 revision includes minor to moderate changes in both form and substance**, including stricter standards for measuring heavy rail and bus reliability, and some new accessibility measures.
- The policy edits concern **how the MBTA defines optimal service levels**; this is **not a proposal to make service changes**.

Service Objective	Metric
Service Availability	Span of Service
	Frequency of Service
	Coverage
Accessibility	Station / Stop Accessibility
	Ferry Dock Accessibility
	Elevator Uptime
	Platform Accessibility
	Vehicle Accessibility
Reliability	System Reliability
	Service Operated
Comfort/Crowding	Vehicle Crowding
(multiple)	Paratransit Standards

Process and Timeline to Amend Policy

- ✓ Process opened with preview of policy changes for the MBTA Board of Directors on October 24, 2024.
- Today's Public Hearing begins a 21-day public comment period. MBTA will accept written comments through December 5, 2024. Email written comments to **publicengagement@mbta.com**.
- MBTA staff will submit amended policy to MBTA Board of Directors for final approval to adopt changes in late December.

More information available at <https://www.mbta.com/sdp>

Substantive changes fall under three of our service objectives:

- **Reliability**

- Heavy Rail
- Bus
- Green Line

- **Accessibility**

- Platform accessibility
- Bus stop accessibility
- Ferry accessibility

- **Comfort/Crowding**

The most significant changes at a glance:

- **Heavy Rail:** change standard to use Excess Trip Time
- **Bus:** change standard to penalize dropped trips
- **Platform Accessibility:** change how elevator closures are evaluated

RELIABILITY



-
- **Heavy Rail:** Metric changed to use Excess Trip Time
 - **Bus:** Standard changed to penalize dropped trips
 - **Green Line:** Standard changed for Green Line trunk headways

About Reliability

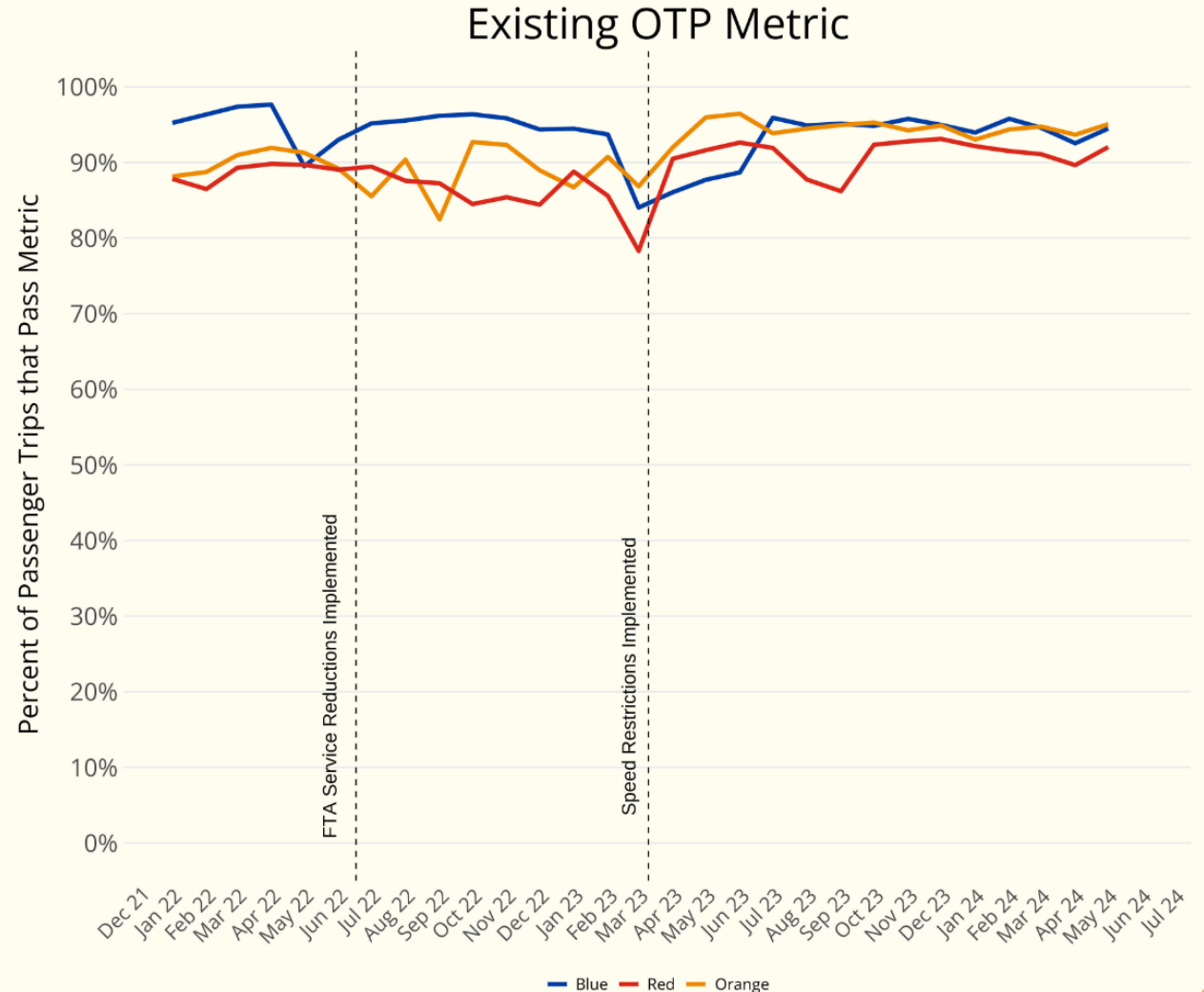
- **What portion of riders experience on-time service?**
- Riders should have predictable service that enables travel to destinations.
- Existing measures do not fully reflect rider experience.



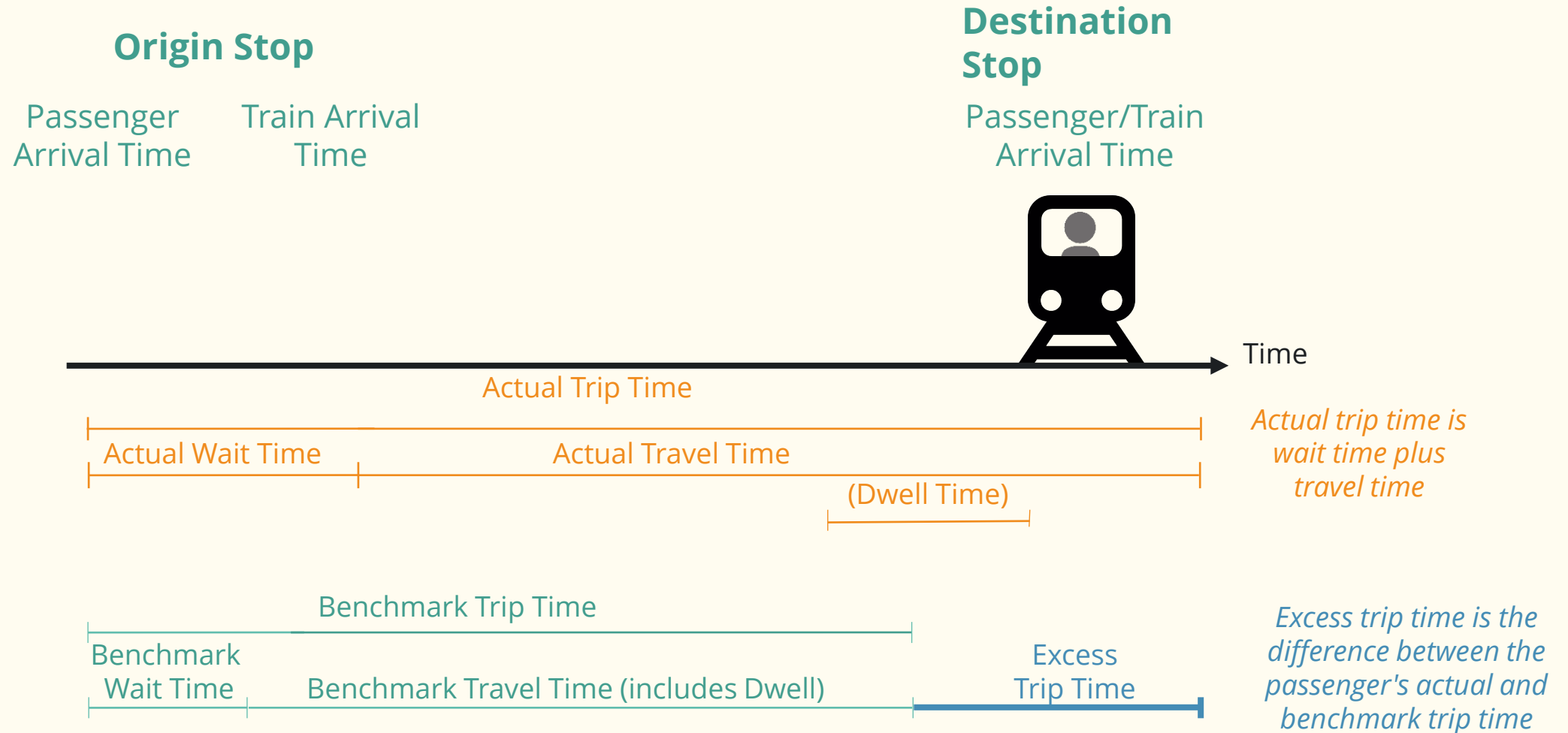
Reliability Metrics

On-Time Performance (OTP)

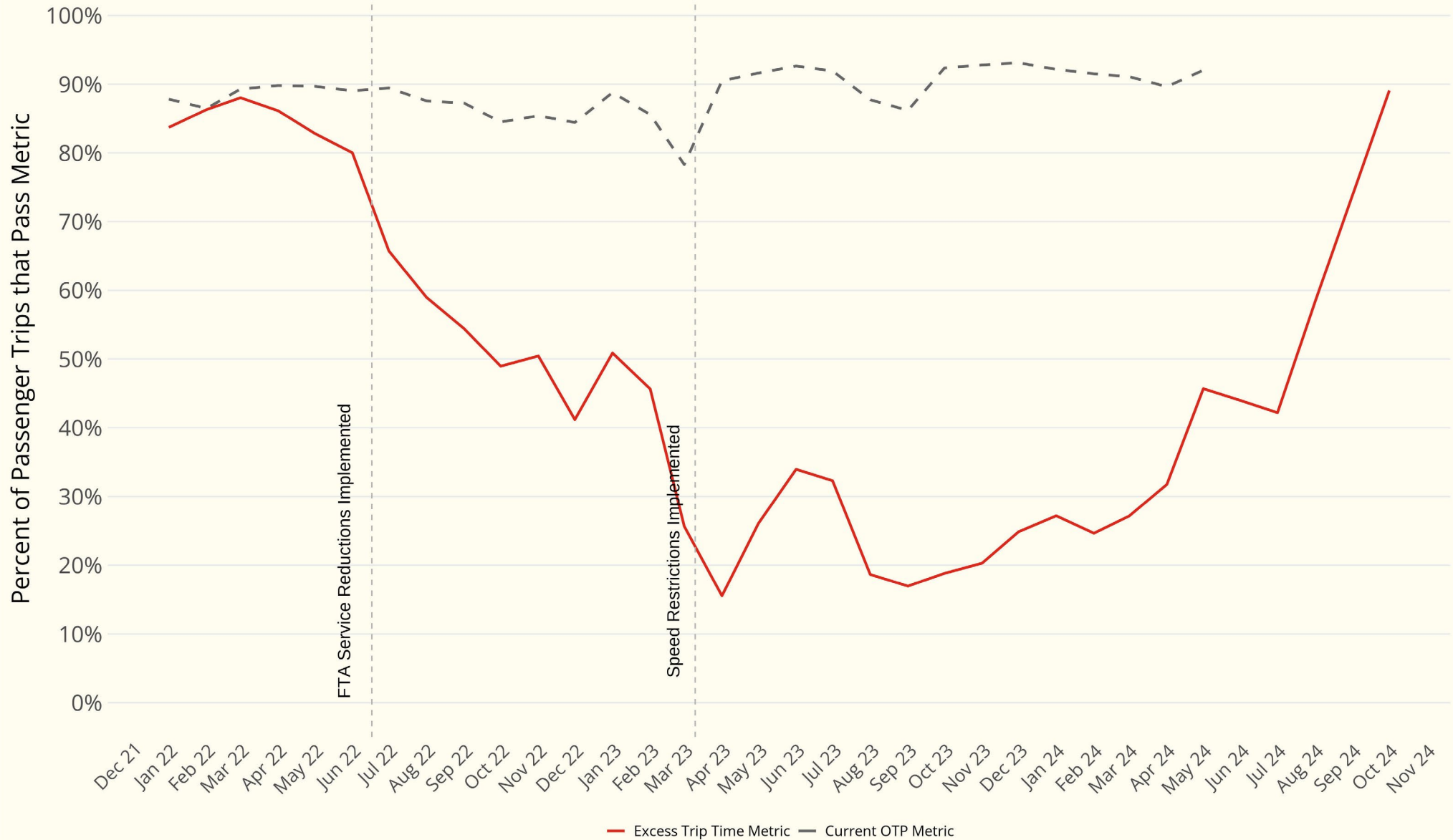
- Measures trip time against schedules
 - For infrequent service, scheduled departure times
 - For frequent service, scheduled headways
- Is calculated on operated trips (i.e., excludes dropped trips).
- Measures wait time, not travel time.
- Smooths out results within 30 minute periods for frequent service



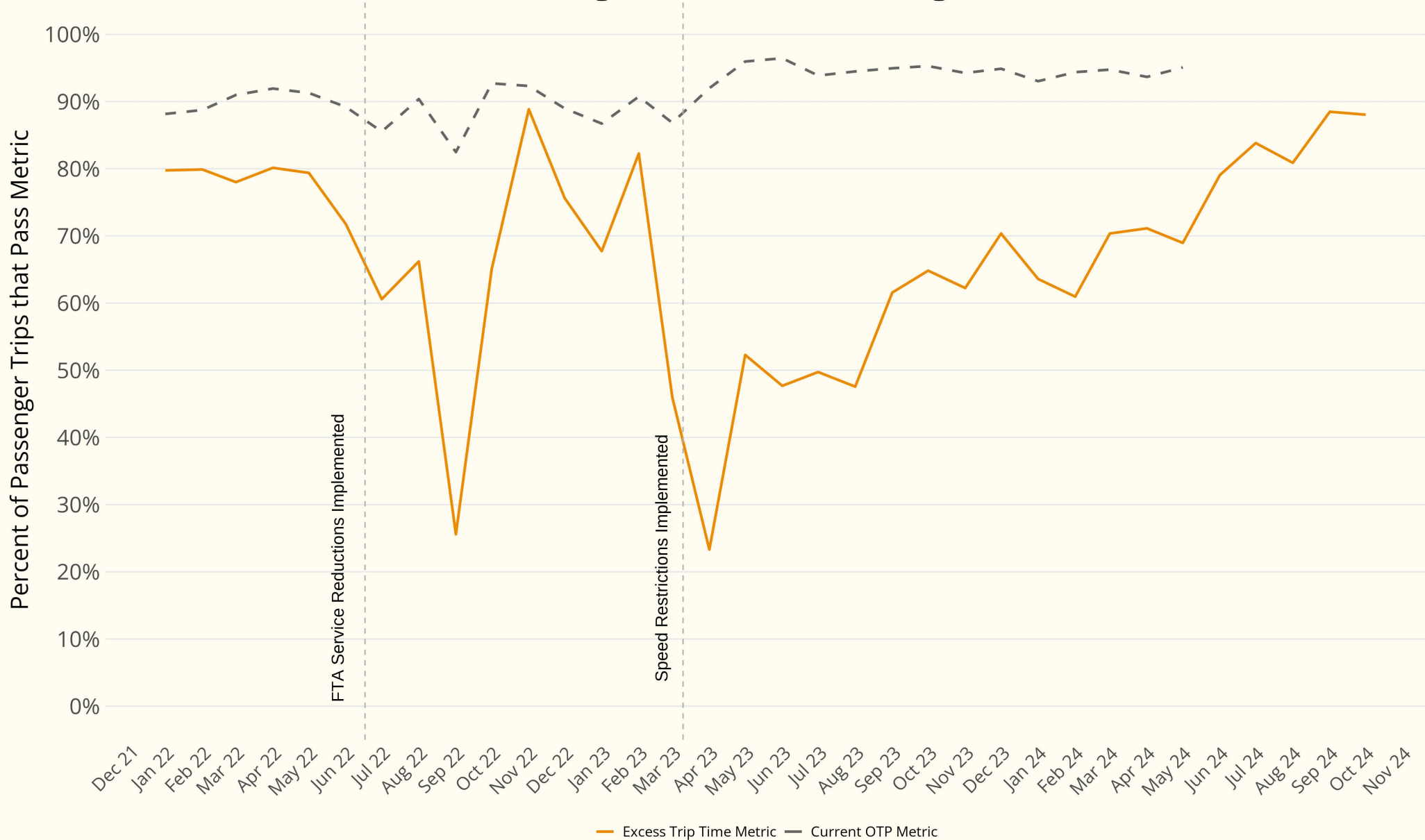
Excess Trip Time Metric Example



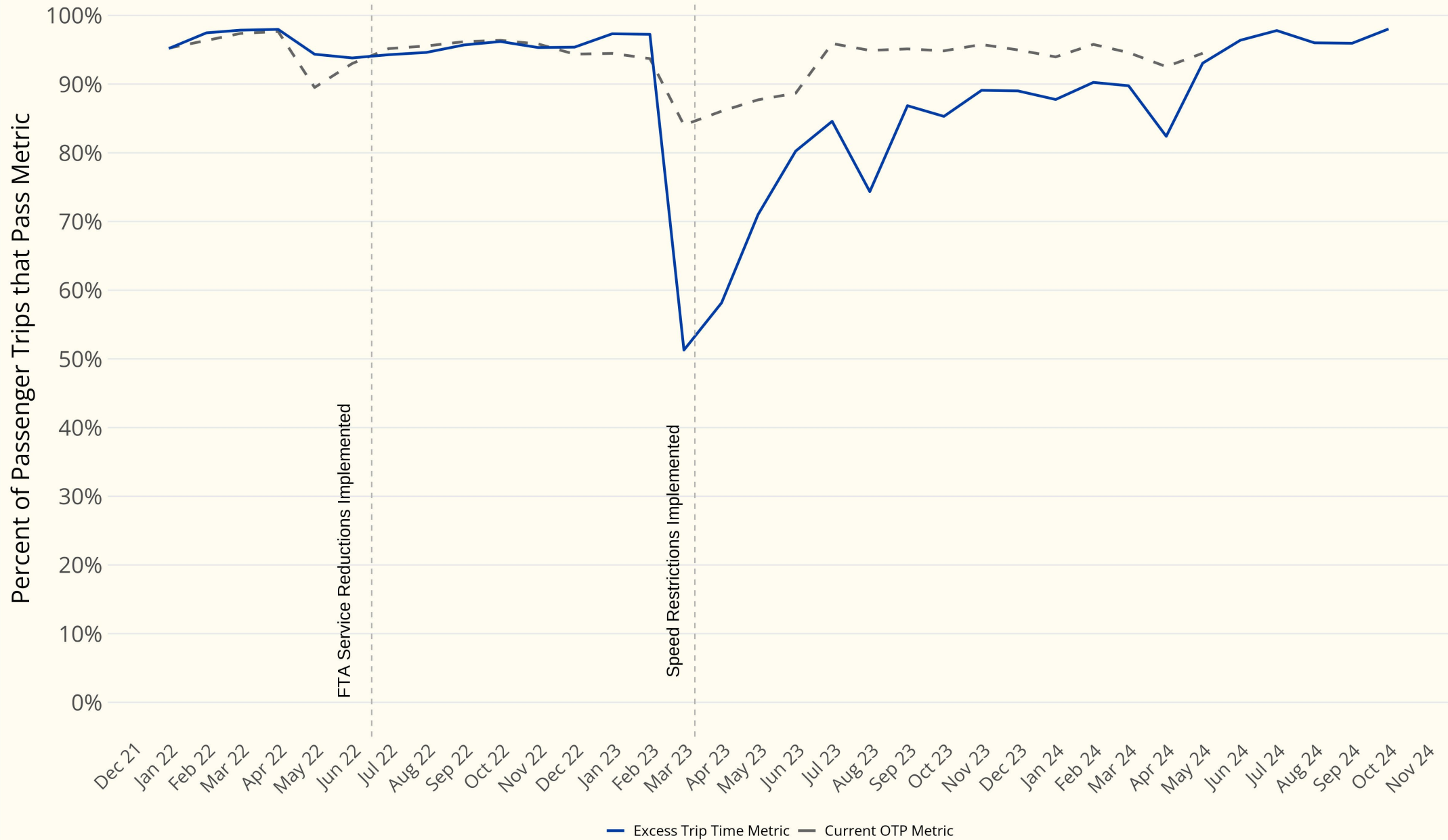
Existing OTP vs ETT: Red Line



Existing OTP vs ETT: Orange Line



Existing OTP vs ETT: Blue Line



What is Changing?

Bus:

- *Before:* Dropped trips excluded from OTP calculation
- *After:* Dropped trips penalized within OTP calculation

Green Line trunk stops:

- *Before:* expected headway set at 3 minutes
- *After:* expected headway set at 3 minutes or the scheduled headway, whichever is greater

Why we're changing them:

- Bus and Green Line changes better reflect rider experiences of:
 - Delay associated with cancellations
 - Typical Green Line trunk headways at low-frequency times of day

Impacts on the Results: Bus Reliability

Day Type	Fall 2023 Overall Performance	
	2021 Policy	2024 Policy
Weekday	66.7%	64.2%
Saturday	70.8%	69.2%
Sunday	71.5%	69.7%

- Frequent Routes score higher overall but often drop more trips than other bus route types and are thus impacted more by this method change.

Impacts on the Results: GL Reliability

Day Type	Fall 2023 Overall Performance	
	2021 Policy	2024 Policy
Weekday	76.3%	79.4%
Saturday	77.7%	78.4%
Sunday	79.4%	79.1%

- The change in calculation results in a small increase in on-time performance scores at low-frequency times of day

ACCESSIBILITY



-
- **Vehicle Accessibility:** New definitions allow MBTA to evaluate bus stop and ferry accessibility.
 - **Platform Accessibility:** Refined analysis of elevator uptime.

About Accessibility

- **What portion of MBTA services are accessible?**
- Riders of all abilities should be able to access MBTA services.
- Existing measures do not cover all modes.



Accessibility: What are we Adding?

New accessibility measures for:

- **Bus stops**
 - as part of Station Accessibility
- **Ferry docks**
 - Standalone metric (since dock accessibility can vary within a single terminal / station)
- **Ferry boats**
 - as part of Vehicle Accessibility

Why we're adding them:

- Ensure accessibility is measured across modes.

Data collection is in progress.

Accessibility: Definitions

What makes a bus stop accessible?*

- A level 5' x 8' landing area where a ramp can be deployed;
- An accessible path to the nearest crossing and curb cuts;
- A curb ramp within 100' if a crosswalk is present;
- No other major barriers present.

** Not all characteristics are presently measurable; we will use best available data each year.*

What makes a ferry dock accessible?

- Designed to mitigate excessive slopes caused by changing tides; allows accessible transition on/off vessel via bridge plate or gangway level to the vessel

What makes a ferry accessible?

- Entryways meet or exceed min. width requirements of the ADA and Mass. Architectural Access Board;
- Has an accessible restroom;
- Deploys audio/visual announcement system

Impacts on the Results

Metric	Fall 2023 Overall Performance
Ferry Dock Accessibility (unweighted)	56.3%
Ferry Dock Accessibility (weighted)	30.5%
Bus Stops	Data Collection in Progress

- Some of the docks with the highest ridership are inaccessible, which brings down the weighted score.

Accessibility: What is Changing?

Platform Accessibility calculation:

- *Before:* Elevator outages during which shuttle alternatives are provided were counted as accessible platform hours
- *After:* All elevator outages count as inaccessible hours except for specific situations (e.g., elevator replacement), which are excluded from the calculation.

Why we're changing it:

- Accessible shuttle alternatives often don't provide riders with the same quality of service they would get with an operational elevator
- New language more precisely follows the *Daniels-Finegold* settlement agreement

Impacts on Results

Fall 2023 Performance	
2021 Policy	2024 Policy
99.4%	97.6%

- Several of the longest elevator outages from Fall 2023 would no longer be counted as fully accessible platform hours under the new policy

COMFORT/CROWDING

- Crowding as a measure of passenger comfort is newly measured for Heavy Rail; was previously only available for bus.

About Passenger Comfort

- **What portion of passenger hours are spent in comfortable conditions?**
- Comfort is a measure of crowding
- The SDP sets maximum passenger loads for a ride to be safe & comfortable



Comfort: What are we Adding?

- **Before**
 - There was no metric for comfort on Heavy Rail
- **After:**
 - Report Heavy Rail comfort

Why we're adding it:

- Previously, data were only available to calculate passenger comfort for Bus, new data sources are now available.

Impacts on the Results: Heavy Rail

Mode	Fall 2023 Overall Performance
Heavy Rail	98.9%

- Maximum passenger loads for Heavy Rail are based on all seats being full, plus:
 - 10 square feet per standing passenger (off-peak)
 - 3 square feet per standing passenger (peak)

Minor changes to the policy:

- New executive summary to replace repetitive introductory text
- Replacing long glossary with embedded definitions
- Re-ordering some sections to describe services and objectives in a more logical way
- Updated terminology: “Key Bus Routes” are now “Frequent Routes”; “Commuter Rail” referred to as “Regional Rail”; “Community” routes are now “Coverage”
- Updates to various route and fleet descriptions, including newer ferry services, updated fleet listings (relevant for vehicle load and crowding standards) and revision of bus route designations
- Added description of Diversion Service Standards, which were adopted in Fall 2023 to govern alternative service planning during pre-planned rapid transit diversions
- Metrics relating to Paratransit customer service were removed (to be reported elsewhere) as they are not service delivery metrics.

Questions?