



Fall 2025

Service Delivery Policy Annual Report

Report prepared by The Office of Performance
Management and Innovation in Spring 2026

OPMI

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Introduction

The MBTA's [Service Delivery Policy \(SDP\)](#) defines how the MBTA evaluates the quality of its transit service relative to the needs of the Massachusetts Bay region. The SDP states the Authority's *service objectives*, which articulate the vision for a high-quality transit system.

Each service objective has one or more *standards*, or metrics, that provide a framework for measuring how well the MBTA meets its vision. The table below shows the SDP service objectives as defined and ordered in the SDP and evaluated in this report, along with their respective standards.

The purpose of this report is to share the results of the MBTA's evaluation of its service against the SDP with the public and increase accountability and transparency. This report evaluates MBTA service during the Fall 2025 rating period, which spanned from August 24, 2025, to December 13, 2025. The Fall season has traditionally been selected for evaluation because this is the time of year when ridership is generally consistent and when schools are in session.

This evaluation is the first to include recent work on the Better Bus Network (BBN), resulting in significant changes in the classification of bus routes (Frequent, Local, etc.). A full list of route classifications as of Fall 2025 is available in Appendix D.¹ Improvements in bus service from these changes along with continuing service improvements on the rail network are evident in many of the metrics discussed. While this year's report has fewer methodological changes than last year, the MBTA's Office of Performance Management and Innovation (OPMI) has been able to utilize new data sources, coordinate with departments to standardize terminology and classifications, and improve handling of unusual cases in the calculation of metrics, to present a fuller picture of the services delivered in Fall 2025.

Table 1 - Service Objectives and Standards

Service Objective	SDP Standard
Service Availability	Span of Service
	Frequency of Service
	Coverage
Accessibility	Station Accessibility
	Bus Stop Accessibility
	Ferry Dock Accessibility ²
	Ferry Trip Accessibility
	Elevator Uptime
	Platform Accessibility
	Vehicle Accessibility
Reliability	System Reliability
	Service Operated
Comfort	Passenger Comfort

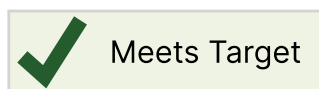
1 Additional routes have changed classification since the end of the Fall 2025 rating.

2 Much of what had been included in the Ferry Dock Accessibility metric in past years is now covered by the new Ferry Trip Accessibility metric. Consequently, there is no direct measure of dock accessibility in this year's report, though it is anticipated that in future years a more targeted review of dock-specific access will be added back into the report.

How to Use This Report

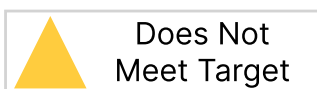
The main body of this report presents the performance results for each standard. Performance reporting varies by standard but, generally, each section opens with top-line weekday results for each service mode (rapid transit, bus, Regional Rail, and ferry) and more detailed visualizations follow showing both weekday and weekend results. These visualizations include both overall scores and “equity checks” showing the performance of services provided to low-income riders and riders of color.

Within each detailed result visualization, symbols are used to denote whether scores met the minimum or target levels of performance that are set in the SDP, as indicated in the legend below. In cases where no targets or minimums have been set, no symbols are used.



Meets Target

Our performance meets or exceeds the target.



Does Not Meet Target

Our performance is below the target, but not below any minimum.



Below Minimum

Our performance is below the minimum.

When applicable, results from earlier SDP reports are included on data tables. Where our standards or calculation methods for a given metric have changed, symbols are used to indicate where past scores are not directly comparable to present performance, as indicated in the legend below. Changes first made for the [Fall 2024 report](#) are detailed on the [OPMI Data Blog](#). Changes new to this year's report are explained in call-out boxes inside each section.

Other times, there has been a change in data source, classifications, or calculation which are represented with a dashed line to indicate that year-on-year changes are largely, but not entirely, comparable.



Current Standards

Performance score calculated using up-to-date standards.



Minor Change

Performance score calculated using up-to-date standards, but may not be directly comparable.



Old Standards

Performance score calculated using standards that are no longer in use.

Methodology

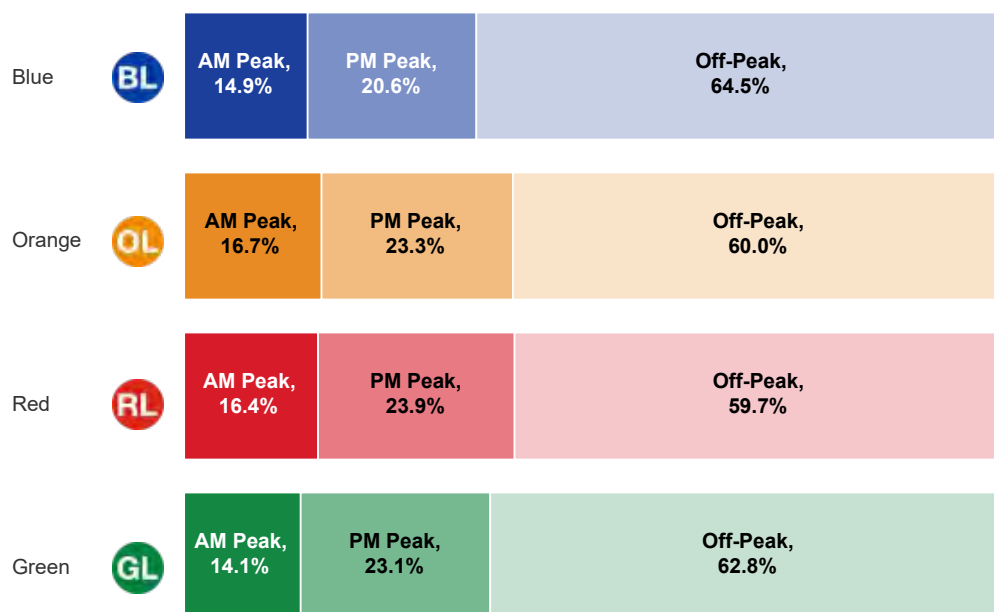
Each standard is defined in detail in the SDP. Within the SDP definitions, OPMI periodically updates measurements or calculations to better reflect real-world rider experience in the metrics. This year's evaluation contains several revised metrics compared to the reports covering Fall 2023 and Fall 2024, largely due to changes in data source, classifications, or calculation.

In situations where there have been substantive changes to metrics or data sources for Fall 2025, denoted on charts by discontinuous or dotted lines, sections will have a callout box like this one discussing the change. Discussions about the major changes associated with the 2024 data can be found in [that year's report](#) and on the [OPMI Data Blog](#).

To help represent MBTA performance in terms of how riders experience the delivery of transit services, many of the standards are weighted by average ridership. For these standards, passing or failing service at times and places with high ridership is counted more heavily toward the overall score than passing or failing service at lower-ridership times and places.

In this report, ridership-weighted metrics are calculated using average ridership numbers for the Fall 2025 season that exclude major service diversions, to better reflect “typical” ridership patterns when weighting the popularity of a given route or stop.³ In general, planned service diversion days are excluded from the scope of current SDP metric calculations. Ridership for a typical weekday on MBTA rail services are articulated in the graphic below to provide context on the weighted metrics.

Figure 1 - Distribution of Weekday Subway Ridership by Time Period



Equity checks are reported for each standard where data are available to do so. Equity checks measure performance when only considering low-income riders and riders of color. These checks are designed to help identify instances where poor performance is concentrated on routes or stops predominantly serving these populations. The definitions of low-income and riders of color are aligned with those in the [MBTA's Service and Fare Change Equity Policy](#). The data used to determine income and race/ethnicity come from the most recent [MBTA System-Wide Passenger Survey](#) at the time of analysis, representing the 2024 cycle.⁴

³ Regional Rail ridership counts used in the Fall 2025 report reflect an updated methodology from Keolis for improved accuracy. The adjusted methodology reduced counts by approximately 5-10% compared to prior estimates.

⁴ Due to the varying timelines in preparation and publication of content to mbta.com, it is likely that 2025 System-Wide Passenger Survey data may be public before this document is published; however, it was not yet available when analysis was conducted.

Following up on a manual adjustment made to Span of Service calculations for ferry service in the [Fall 2024 report](#) (see endnote 2 of page 35), OPMI has formalized the concept of “Very Low Frequency” services. These services are held to the same standard as all other services of their type (Local Bus, Commuter Bus, seasonal ferry, etc.) but add some minor flexibility around the time period cutoffs so that services that meet the spirit of the SDP are not judged in violation.⁵ A list of criteria and routes can be found in Appendix B.

Finally, it should be noted that not all SDP standards are designed to measure how service is actually experienced by riders. Standards of service availability (Span, Frequency, and Coverage) measure whether the MBTA’s promised service levels, as represented by service schedules, achieve the MBTA’s vision for a high-quality transit system. Consequently, this report uses the language of “scheduled service” to describe performance scores for those standards. Conversely, SDP standards that measure actually-operated service include Reliability, Service Operated, Passenger Comfort, Elevator Uptime, Platform Accessibility, and Ferry Trip Accessibility.

Limitations

As OPMI continues to refine and improve metrics, methodological limitations often arise that affect the calculation or interpretation of results. These limitations for Fall 2025 include:

- **Ridership Weights:** Ridership weighting excludes people who do not use MBTA services due to poor service. This means that ridership-weighted metrics tend to understate the size of a given failure when considering service quality in terms of potential riders, not just actual riders. Several performance standards in this report therefore include both unweighted and weighted results to provide additional context.
- **Mattapan Line Data:** Due to a lack of reliable ridership data for the Mattapan Line, it is excluded from the rapid transit results for ridership-weighted standards like Span, Frequency, and Reliability. However, Mattapan Line data are included in metrics that are based on station- or platform-level attributes. Beginning with the Fall 2024 report, the Mattapan Line is also included in light rail results for Service Operated.

Measures Including Mattapan Line Data	Measures Excluding Mattapan Line Data
Service Operated Station Accessibility (Unweighted) Platform Accessibility	Span of Service Frequency of Service Reliability of Service Station Accessibility (Weighted)

- **Ferry Rider Demographics:** Due to sampling limitations, demographic data for ferry services were only available for the entire ferry mode rather than for individual routes, and surveys were only collected for year-round ferry routes. This report therefore excludes equity checks for ferry services, since differences in ferry performance for routes serving more low-income riders and riders of color cannot be gleaned from these data.

⁵ A hypothetical example would be a Commuter Bus, which has an AM peak period span requirement of 6:30 AM – 9 AM, and a peak period frequency requirement of 3 trips arriving in the peak direction between 7 AM – 9 AM that runs exactly 3 trips during this period. If the 3rd and final trip arrives at 8:55 AM, the route will fail the span test. If the trip is shifted 10 minutes later to meet the span requirement, it will fail the frequency requirement.

Span of Service

[See Data Tables](#)

Riders expect that services will be available throughout the day to serve all their types of trips and work/life schedules. **Span of Service measures the percentage of riders on routes that were scheduled to meet or surpass their expected hours of operation.** This measure refers to the hours during which service is available relative to standards set in the [SDP](#) for each mode and day (see Table 3 on page 9 of the policy).

All rapid transit, Regional Rail, and ferry services continued to meet their expected hours of operation on both weekdays and weekends in Fall 2025.

Most bus routes continued to meet their span standard, with 92.1% of bus riders on routes that met their expected hours of operation. Several routes also saw meaningful span improvements, with schedules adjusted for earlier first departures and later last arrivals. Newly passing routes since Fall 2024 included three Local Bus Routes on weekends, three Commuter Bus Routes on weekdays, and the Frequent Bus SL2 on Sundays.

Nonetheless, 22 routes (of which 19 are Local Bus Routes) continued to fall short of the weekday span standard because their first departures or last arrivals did not fully meet the policy's expected hours of operation. Among these 22, seven routes came close meeting the standard, with a first departure or last arrival within 15 minutes of the policy benchmark. The only newly non-passing route since Fall 2024 was Route 76 on weekdays, following the discontinuation of the combined 62/76 route pattern that had previously operated its first and last few trips. While this affected Route 76's span result, the separation of Routes 62 and 76 was part of a broader service change that improved weekday frequency during peak periods.



Span Weekday Performance by Mode



100%



92.1%

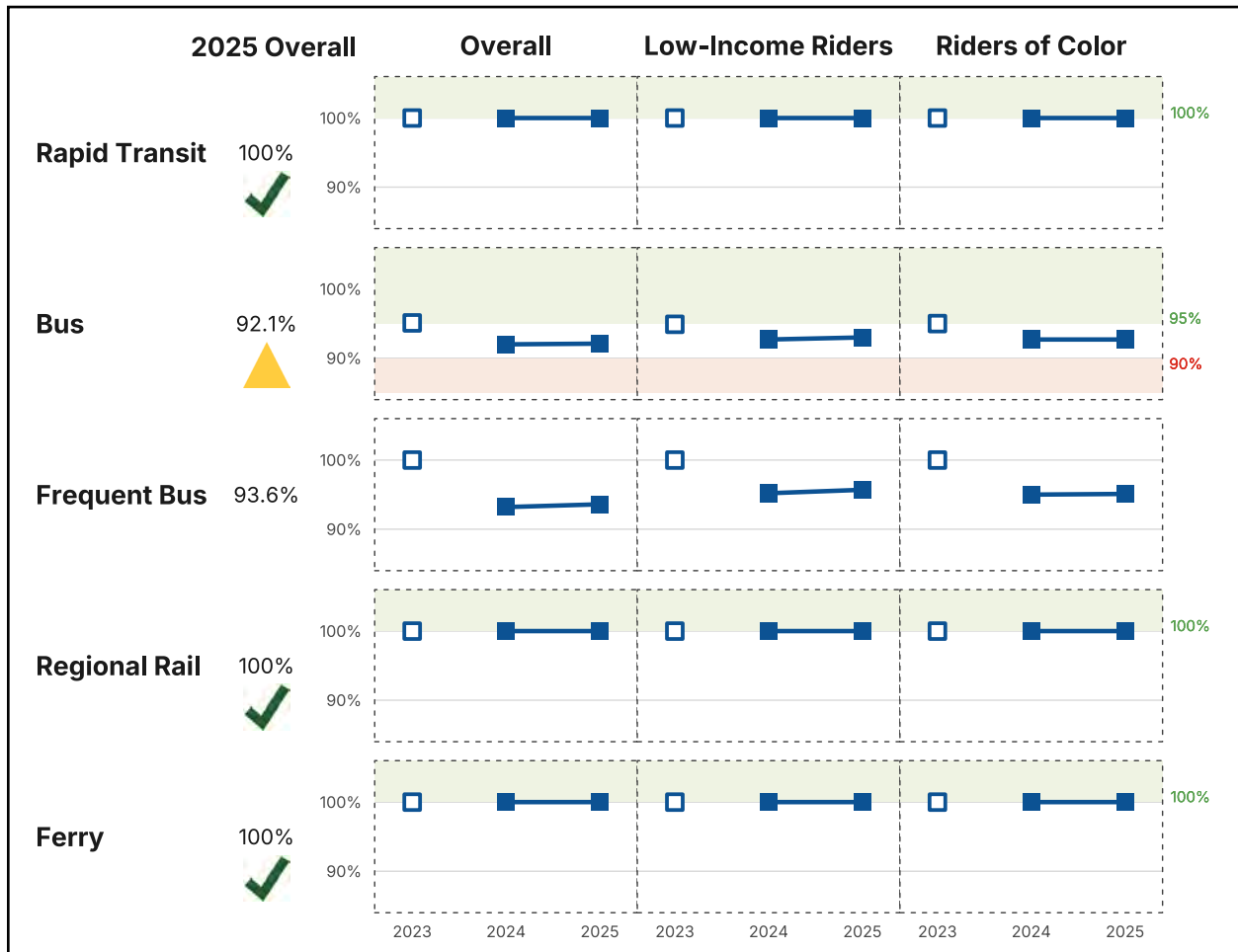


100%



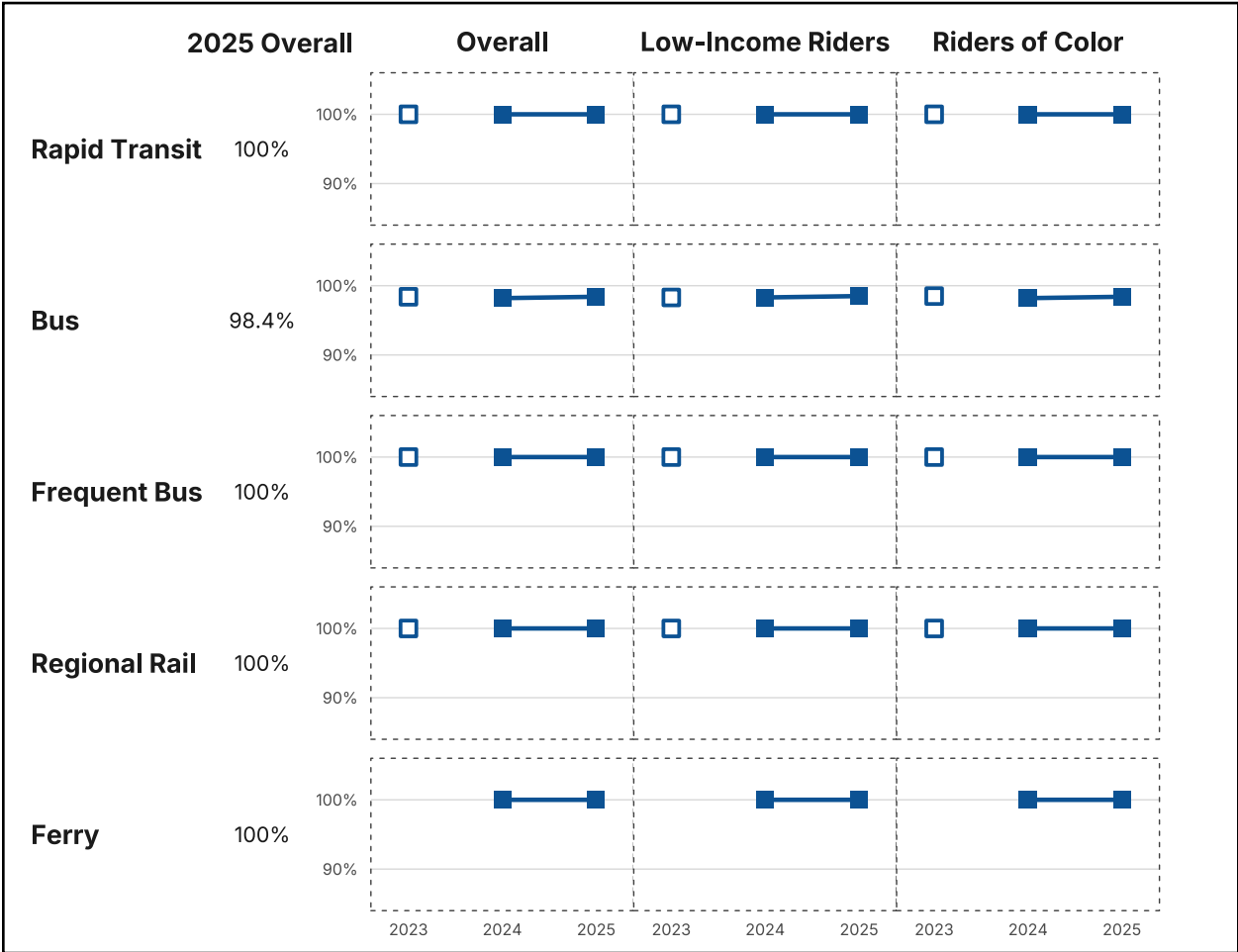
100%

Figure 2 - Span Performance Detail – Weekday Service



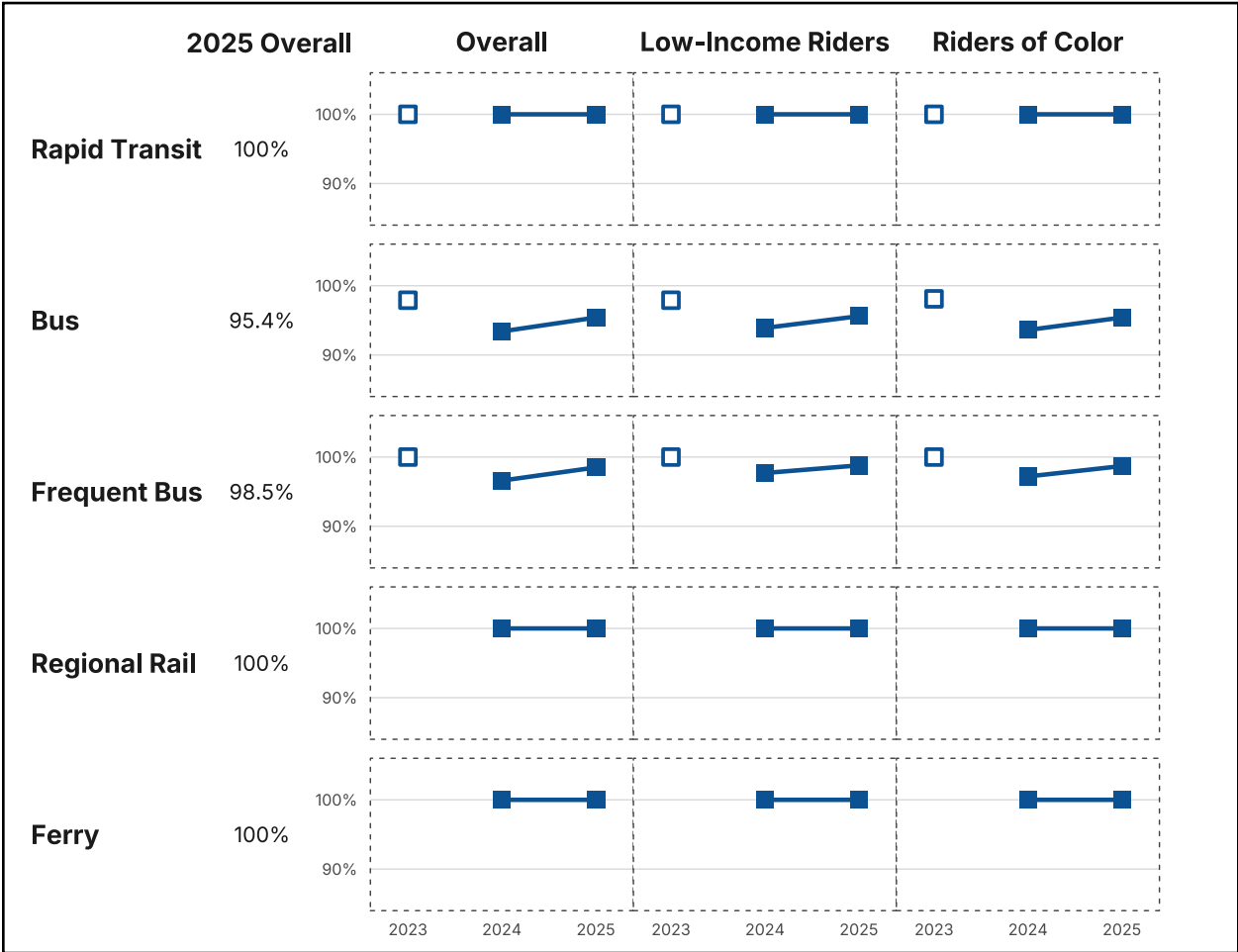
See also [Table A1](#)

Figure 3 - Span Performance Detail – Saturday Service



See also [Table A2](#)

Figure 4 - Span Performance Detail – Sunday Service



See also [Table A3](#)

Frequency of Service

See [Data Tables](#)

Riders rely on MBTA services to be available often enough to reasonably complete their journeys throughout the day. **Frequency of Service measures the percentage of riders on routes that were scheduled to meet or surpass their expected frequencies throughout the day.** This measure refers to the effective wait times of different services relative to standards in the [SDP](#) (see Table 4 on page 11 of the policy).

Implementation of the Better Bus Network has resulted in substantial changes to the list of routes in each service type. By promoting many of the most frequent Local Bus routes to Frequent Bus (and increasing their frequency with more service), the average Local Bus score (consisting of only the unchanged routes) will be intrinsically lower, even absent any other schedule changes. See Appendix D for a list of bus service types as of Fall 2025 and routes with service type changes through the Better Bus Network.

Rapid transit weekday frequencies remained steady at 100% in Fall 2025. Bus frequency scores improved across all day types, but particularly on the weekends, even under more ambitious standards, as many routes previously classified as Key Bus Routes caught up to the Frequent Bus Route standard of every 15 minutes or better under the Better Bus Network. Local Bus Routes also saw meaningful improvements. Several routes, including the 67, 108, 120, 441 and 455, newly met the frequency standard following Winter and Spring 2025 service changes that increased frequency or adjusted trips to improve schedule reliability.

Regional Rail weekday frequency improved from Fall 2024⁶, reaching 100% for both weekday and weekend service in Fall 2025. This improvement is attributable to the Greenbush Line now meeting the policy standard after previously falling short of PM peak frequency expectation.

Weekday ferry frequency scores also increased slightly, reflecting ridership gains on routes such as Hingham (F1), Hingham/Hull (F2H), and Charlestown (F4). This is also partly due to improved Winthrop (F6) and Quincy (F7) service operating as separate routes that meet the frequency standard, addressing the weekday frequency gap seen on the former combined route in Fall 2024. Weekend ferry frequency scores declined, largely due to the addition of combined weekend Winthrop/Quincy (F8) service. Although this added service represents an expansion of ferry service, the route did not meet the frequency standard because of a midday service gap greater than three hours, similar to the weekend Lynn (F5) and East Boston (F3) routes. This gap allows for appropriate crew breaks and regulatory compliance while operating with a single crew shift. Given the small number of weekend ferry routes, the addition of one non-passing route had a large impact on the overall score.

⁶ Fall 2024 Regional Rail weekday Frequency results have been restated due to a change in service descriptions that caused some trips to be excluded from the original calculation. This resulted in minimal changes, all under 0.3 percentage points.

Frequency Weekday Performance by Mode



100%



91.8%

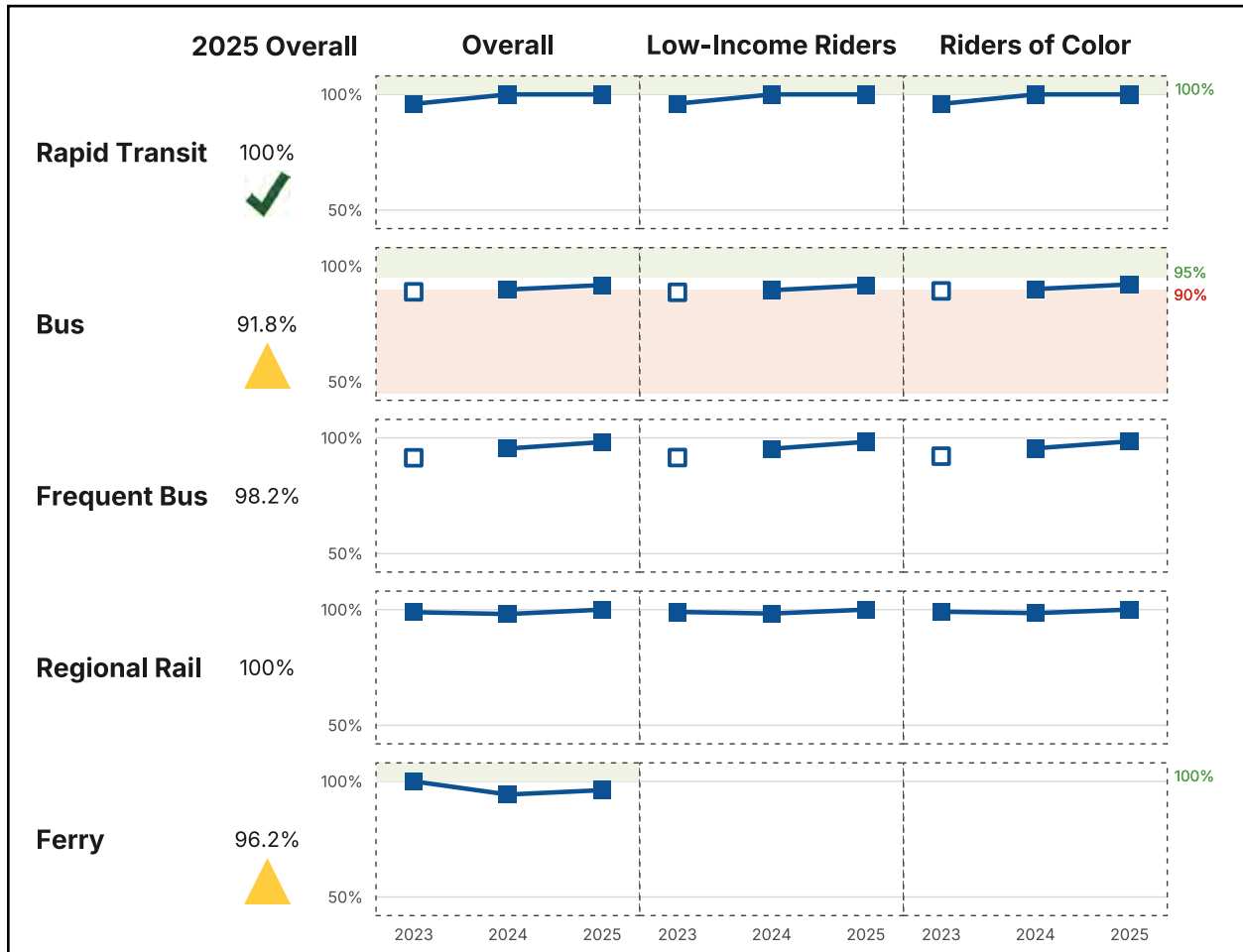


100%



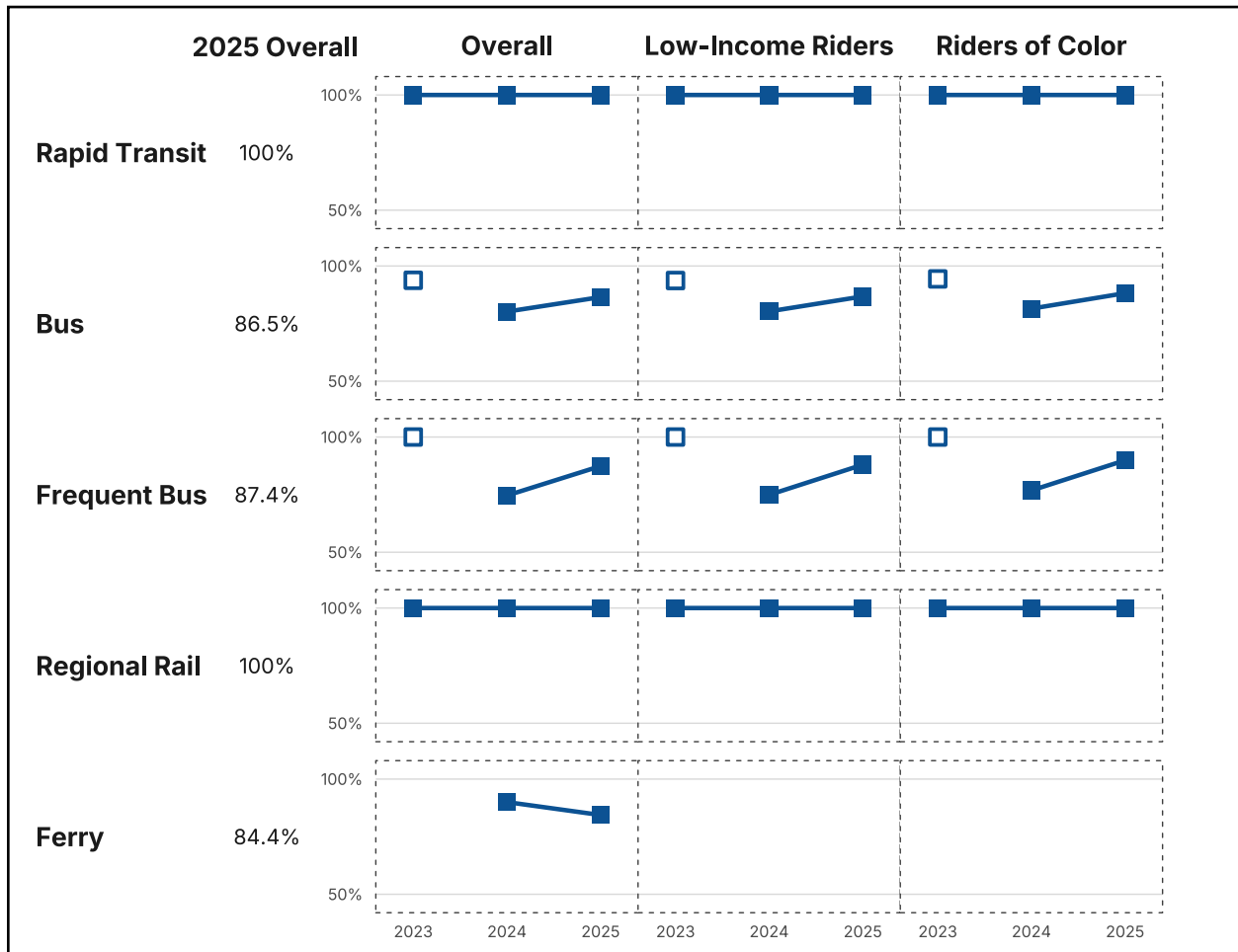
96.2%

Figure 5 - Frequency Performance Detail – Weekday Service



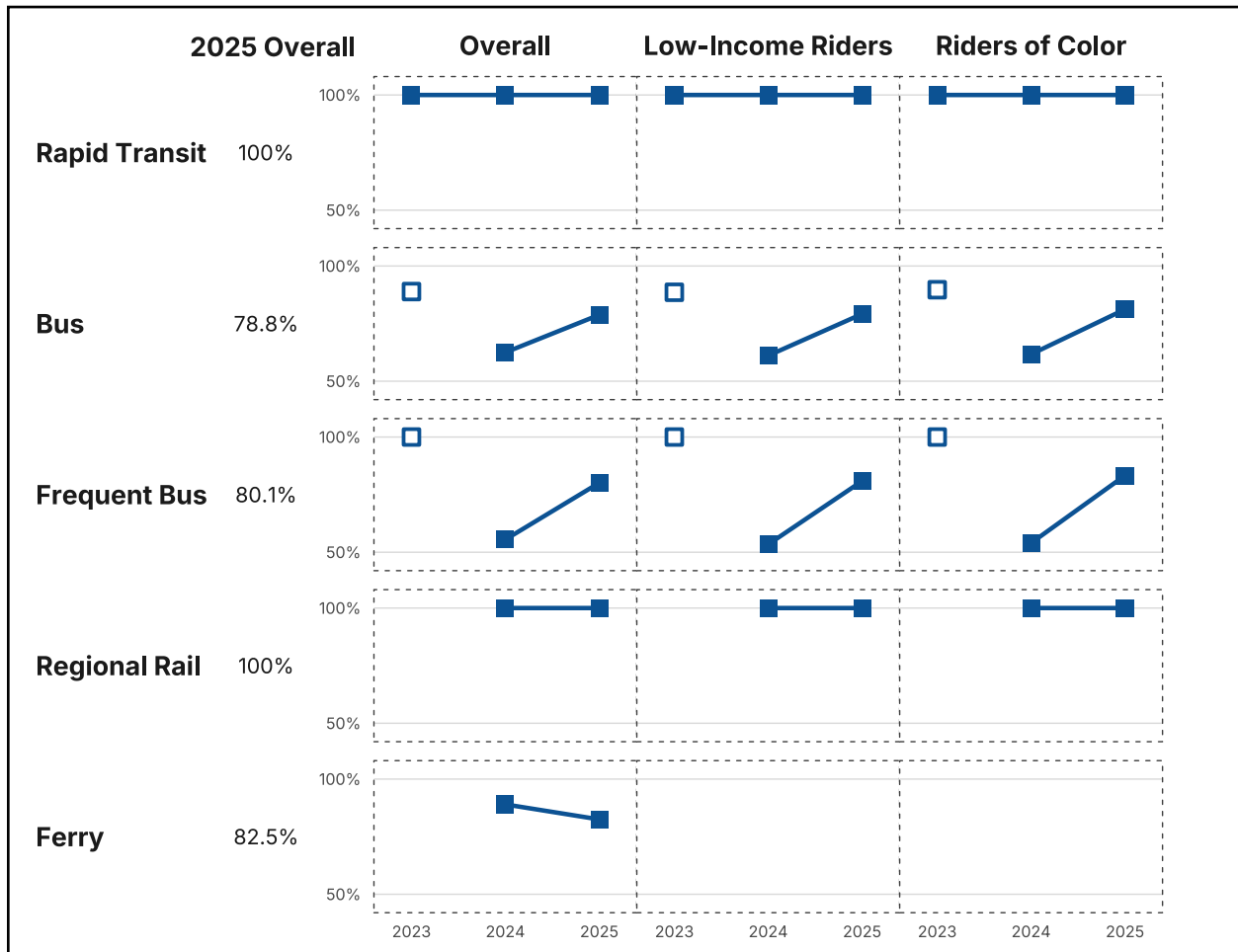
See also [Table A4](#)

Figure 6 - Frequency Performance Detail – Saturday Service



See also [Table A5](#)

Figure 7 - Frequency Performance Detail – Sunday Service



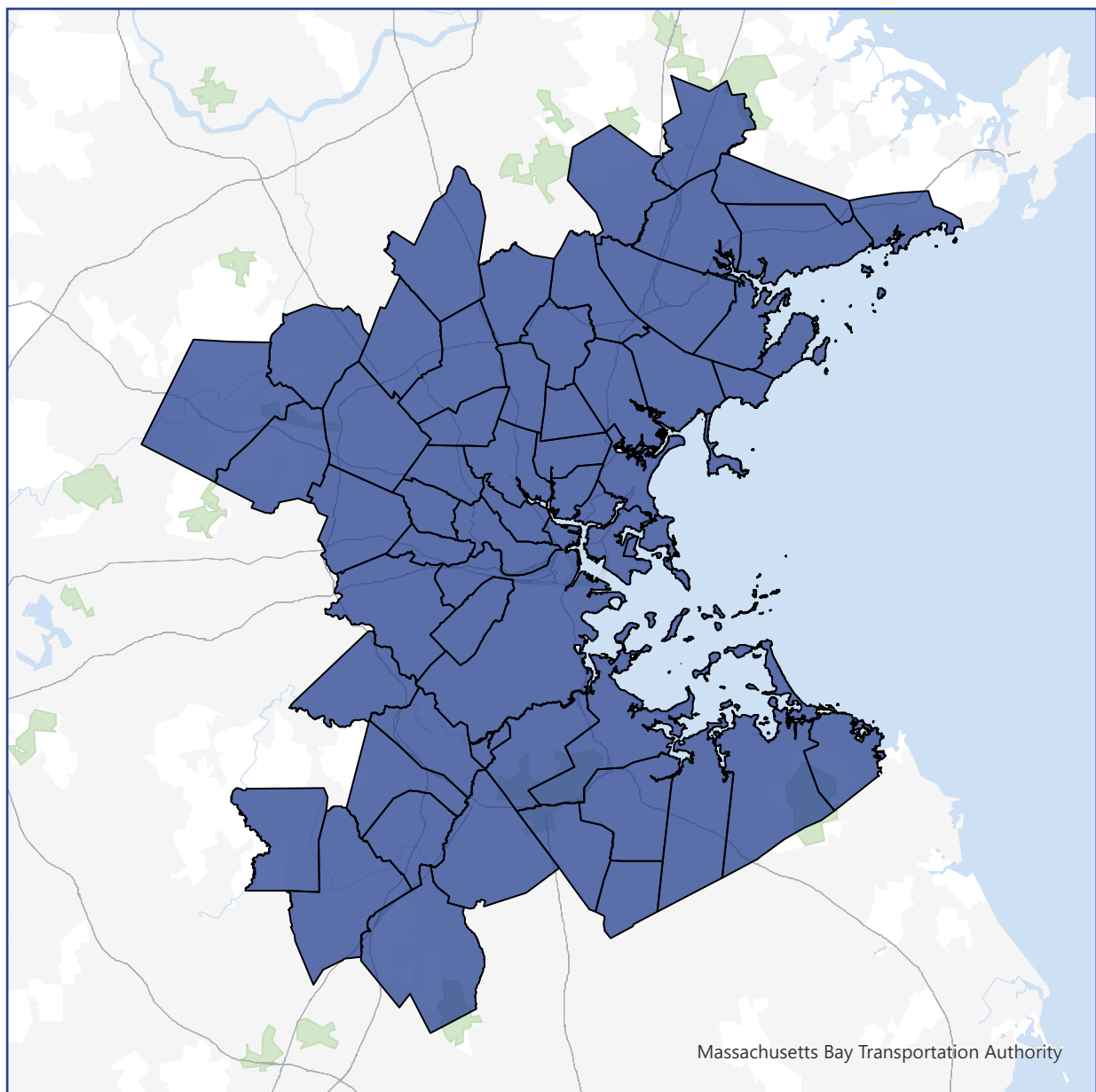
See also [Table A6](#)

Coverage

[See Data Tables](#)

The Coverage standard measures the degree to which MBTA transit services are geographically accessible to residents of the MBTA service area, considering all residents of the service area rather than people who already ride MBTA services. Coverage is measured in two ways: Base Coverage and Frequent Service Coverage. Both measurements cover the MBTA core service area, excluding municipalities that are members of a Regional Transit Authority (RTA). Coverage metrics inherently do not include non-residents who ride the MBTA, including tourists and riders who reside outside the service area.

Figure 8 - SDP Service Area

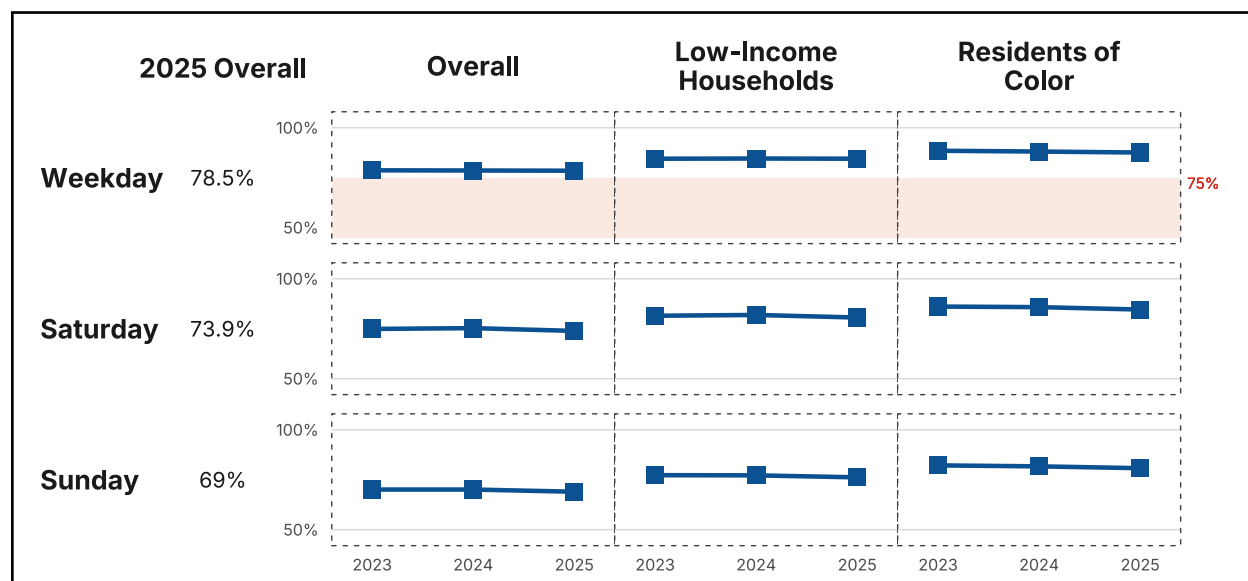


Base Coverage

Residents of the region expect the MBTA to provide a basic level of coverage throughout the service area. **Base Coverage measures the percent of the population that lives within a half-mile of any MBTA service in the MBTA service area.** The Base Coverage measure thus assesses the geographic extent of all MBTA services, regardless of their frequency or availability throughout the day.

Access to weekday transit service remains above the minimum, with at least 75% of all residents living within walking distance of MBTA service, including more than 80% each of low-income households and residents of color. Base coverage scores remained essentially flat from 2024 to 2025.⁷

Figure 9 - Base Coverage Performance



See also [Table A7](#)

Frequent Service Coverage

Beyond a basic level of transit service throughout the service area, there are urban areas with high population and employment densities where frequent service (as defined in the Coverage section of the [SDP](#), pages 12-13) is expected.

Frequent Service Coverage measures the percent of the population that live within a half-mile of frequent MBTA service, provided that the area has a:

- **high combined population and employment densities OR**
- **moderately high combined population and employment densities AND above-average proportions of low-income and low-vehicle households.**

Frequent Service Coverage improved across all day types from 2024 to 2025, reflecting increased access to high-frequency service in the denser portions of the MBTA service area. These gains were largely driven by Better Bus Network changes, in which many routes previously scheduled to match the Key Bus Route standard were rescheduled to reflect the

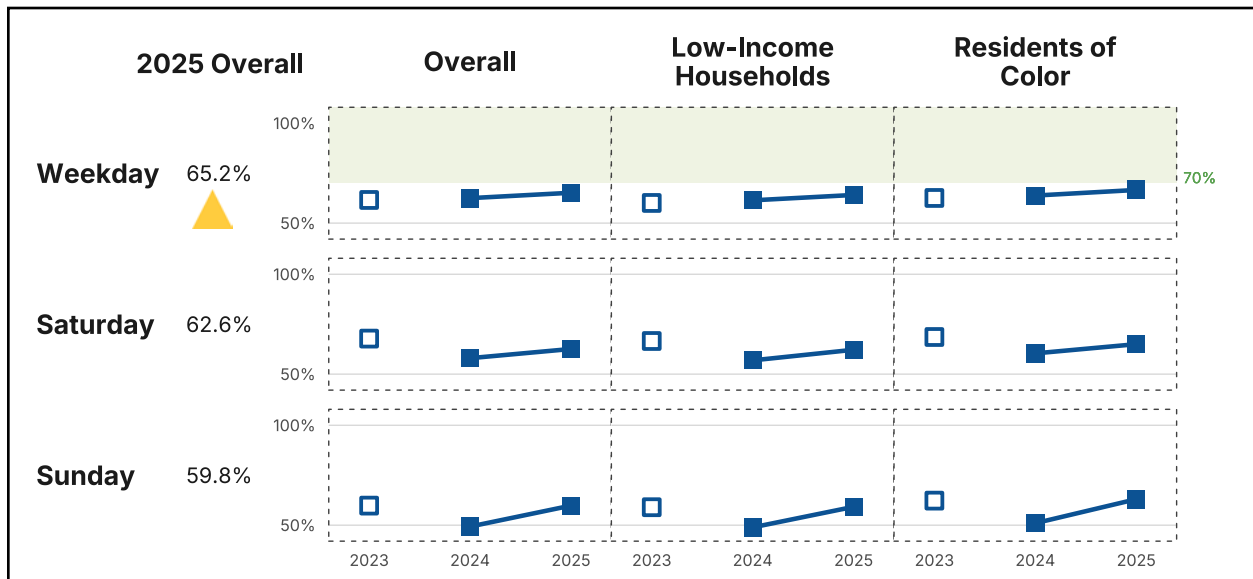
⁷ The small decrease evident in the graph is an artifact of a change in the geocoding of rail and busway station stops which slightly narrowed the computed walkshed around stations though no actual change in covered area or access to stations changed.



newer Frequent Bus Route standard. Additionally, some formerly Local Bus Routes also were improved to Frequent Bus Route standards. Both of these schedule additions bring up the frequent service coverage score for stops affected by these changes. Frequent Service Coverage increased by about 3 percentage points on weekdays and over 10 percentage points on Sundays, with even larger gains for low-income households and residents of color. These improvements are in line with substantial service increases on Sundays on more than 10 Frequent Bus Routes since Fall 2024, helping these routes meet the Frequent Bus standard of every 15 minutes or better. Nonetheless, around one third

of households in denser or more transit-dependent parts of the MBTA service area remain unserved by frequent transit, keeping Frequent Service Coverage below the MBTA's 70% target.

Figure 10 - Frequent Service Coverage Performance



See also [Table A8](#)

Accessibility

See [Data Tables](#)

The MBTA works to ensure that people of all abilities have access to MBTA services. The accessibility standards in the SDP measure the accessibility of the MBTA system as it relates to the Americans with Disabilities Act (ADA), the historic commitments found in the [Daniels-Finegold Settlement Agreement](#), the ongoing commitments made by the MBTA in the [Next Generation Accessibility Agreement](#), and other state and federal regulations. More detail on the specific mobility constraints which are addressed by each accessibility standard can be found on pages 13-17 of the [SDP](#).

Station Accessibility

The ability for all customers to reach a subway, Silver Line, or Regional Rail platform depends on whether stations are designed to be accessible. Subway stations are typically accessible using elevators, while accessible Regional Rail stations may include elevators or ramps in

OPMI worked with the Department of System-Wide Accessibility to standardize how Silver Line stops are classified for accessibility reporting in the SDP. Previously, all Silver Line stops were treated as “stations” in the SDP, regardless of their physical characteristics or how other departments classified them for amenities, capital work, communications, and wayfinding.

For the Fall 2025 report, 9 Silver Line stops are classified as Bus Rapid Transit (BRT) stations and included in the Station Accessibility metric, while 41 stops are treated as bus stops and therefore reflected in the Bus Stop Accessibility metric instead.

All 9 BRT stations were included in the Fall 2024 Station Accessibility metric and were accessible. Of the 41 stops now included in the Bus Stop Accessibility metric, 25 were previously accounted for in the Station Accessibility metric and were categorized as accessible stations; 16 were previously not included in either metric, but were “substantially accessible” under the Bus Stop Accessibility criteria.

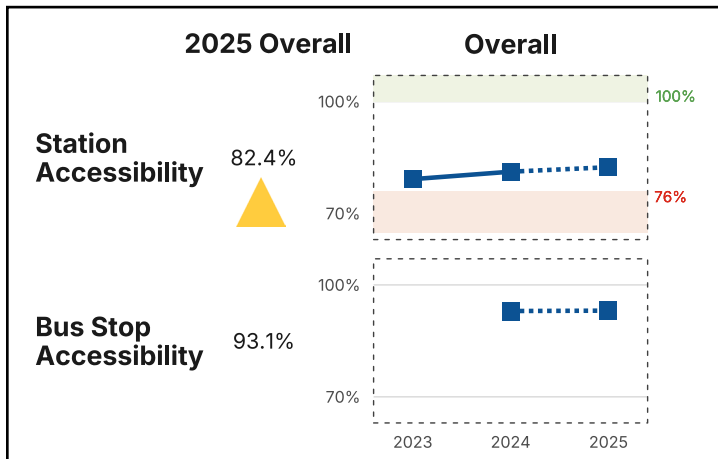
combination with high or mini-high platforms for level boarding. Surface stops on the Mattapan, Green, and Silver Lines have different accessibility requirements involving the geometry of the street, curb, or platform. **Station Accessibility measures the percentage of MBTA stations that are ADA-accessible.**

Station Accessibility improved in 2025, although the change is less visible in the charts due to the reclassification of Silver Line stops. Several new and upgraded accessible Regional Rail stations came online with the opening of South Coast Rail (see East Taunton Station in Figure 11) and the completion of [major accessibility projects](#), including the addition of freestanding mini-high platforms at Wellesley Square, West Medford, Franklin, and Walpole stations; similar improvements are also underway at other stations. As of Fall 2025, 82.4% of MBTA stations (215 out of 261 stations) were accessible.

Figure 11 - New Accessible Station – East Taunton Station

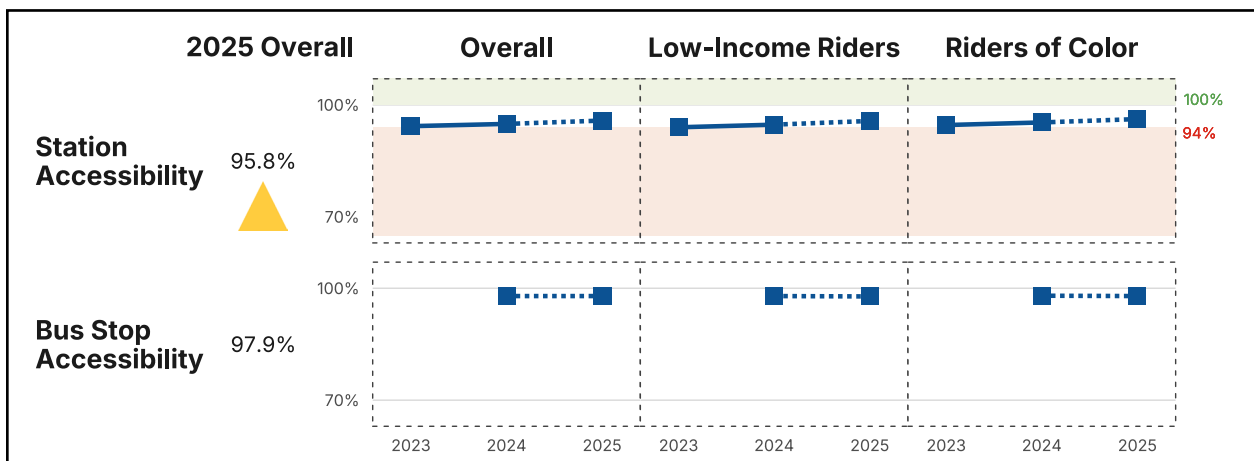


Figure 12 - Unweighted Station Accessibility Performance



See also [Table A9](#)

Figure 13 - Ridership-Weighted Station Accessibility Performance



See also [Table A9](#)

Bus Stop Accessibility

Bus Stop Accessibility measures the percentage of MBTA bus stops that are not designated as Critical or High-priority accessibility due to the severity and quantity of accessibility barriers. This metric relies on data from the MBTA's Plan for Accessible Transit Infrastructure (PATI) program. The system-wide survey that was conducted as a part of the PATI program evaluates bus stops as Critical, High, Medium, Low priority, or Compliant based on the severity and quantity of accessibility barriers. While the PATI survey collected extensive information on MBTA bus stops, those do not meet all of the access criteria defined in the [SDP](#) (page 14).⁸ Given the number of stops identified in this process as critically inaccessible or with high-priority accessibility needs, project prioritization is focused on addressing these stops, while acknowledging that stops with medium- or low-priority barriers remain inaccessible to some members of the public. As noted in the Silver Line stop classification call-out on the previous page, the Fall 2025 Bus Stop Accessibility metric includes 41 Silver Line stops that are now categorized as bus stops for SDP accessibility reporting. Due to this classification change, Fall 2025 results are broadly comparable to past results, but not directly comparable.

Bus Stop Accessibility saw minimal change from 2024 to 2025, with 93.1% of MBTA bus stops having no Critical or High-priority accessibility barriers. Many of the currently remaining stops with significant barriers require more complex coordination, including right-of-way or easement resolution and additional funding, before further progress can be made.⁹

Ferry Dock Accessibility

In previous years, ferry docks were evaluated to determine the percentage of docks that were ADA-accessible in the most common weather and tidal conditions. However, this metric could obfuscate variations in accessibility depending on the vessel providing a particular service. Over the past year, OPMI has worked with the Department of System-Wide Accessibility to develop a new measure of Ferry Trip Accessibility that accounts for the ability to board and alight at each dock based on the trip-by-trip combination of vessels and docks that occur throughout the rating.

Consequently, the previous Ferry Dock Accessibility metric will not be reported moving forward, though the MBTA is exploring other potential metrics to capture the full range of accessibility on the landside of ferry operations.

-
- 8 The most current inventory of stops includes the following SDP Bus Stop Accessibility criteria:
- A landing area onto which a ramp can be deployed
 - An accessible path from the bus stop to the nearest crossing
 - No other major barriers.

The most current inventory of stops does not include the following SDP Bus Stop Accessibility criteria:

- Landing pads are level and at least 5 feet wide by 8 feet deep
- An accessible path from the bus stop to reciprocal curb cuts
- A curb ramp within 100 feet if a crosswalk is present

- 9 This metric includes active bus stops that were in use during the rating period and for which accessibility data are available. It excludes retired stops, whether they were retired through PATI or outside of the project. However, the underlying dataset may not yet include newly created stops, or new stop IDs assigned to existing stops, if those stops were created outside the scope of PATI and have not yet been surveyed for accessibility. As a result, the metric may not fully reflect accessibility conditions at *all* active stops. In addition, this metric may overestimate accessibility for some riders: if a rider cannot access one stop but instead uses another stop, they will be accounted for in this metric. However, if they use another mode or choose not to travel at all, that unmet need is not captured.

Elevator Uptime

Many stations require elevators to be accessible for riders, meaning that elevator maintenance or unplanned outages can prohibit riders from accessing these stations. **Elevator Uptime measures the percentage of total “elevator-hours” in which elevators are operational.** Elevator-hours are calculated as the total number of elevators at each station multiplied by the total number of hours during which service is offered at each station.

Elevator Uptime was 99.3% in Fall 2025, a 0.2 percentage point decline from Fall 2024 and below the MBTA’s minimum target of 99.4%. This threshold was previously established through the [Amended MBTA/BCIL Settlement Agreement](#) (page 56) and is now reflected in the [Next Generation Accessibility Agreement](#) (page 5).¹⁰ While the SDP Elevator Uptime metric is not identical to the one in the agreement (see footnote), the 99.4% threshold remains meaningful to the MBTA and to riders.

The decline in Elevator Uptime was due to longer-term maintenance outages that were not associated with planned modernization work. Haymarket, Roxbury Crossing, and Arlington each experienced extended elevator outages totaling more than 10 days (non-continuously) during the Fall 2025 season. Haymarket Elevator 907 was also a source of outages in Fall 2024, indicating areas where further attention remains necessary to improve Elevator Uptime going forward.

Platform Accessibility

Elevator outages due to maintenance or equipment failure have less of an impact when there is redundancy through other working elevators or other accessible means by which riders can reach a given platform. Conversely, it is also possible for a single elevator outage to impact access to multiple platforms. **Platform Accessibility is an alternative measure of Elevator Uptime that evaluates access to platforms, measuring the percentage of total “platform-hours” that are ADA-accessible for platforms in which access depends on elevators.** Platform-hours are calculated by multiplying the number of platforms (boarding locations) at each station for which access depends on elevators by the total number of hours when service is offered at each platform.

Platform Accessibility remained steady at 98.9% in Fall 2025, below the minimum performance of 99.4%. Platform Accessibility was particularly impacted by elevator outages at Roxbury Crossing, Chinatown, and Arlington, some of which affected access to multiple platforms at once, increasing their impact on the overall score. At Roxbury Crossing, Elevator 847, which connects the station’s two platforms to the paid lobby, experienced an extended outage after water entered the machine room during contractor power washing. As a result, the elevator was available for approximately 85% of its platform-hours during the rating period.

¹⁰ While the concepts are similar and the targets are the same, numbers presented in this Annual Report should not be taken as a specific declaration of “compliance” according to the settlement. The MBTA reports this metric using similar terms as the settlement as a statement of intention on elevator uptime as well as to provide a general sense of the agency in meeting that intention; the numbers, however, are not directly comparable. The settlement defines noncompliance as when “overall ‘uptime’ drops below 99.40% for more than 3 consecutive months”. The SDP Annual Report does not report on monthly uptime (it covers the complete Fall Rating in a single number), and the Rating is not a period of 3 calendar months.

Ferry Trip Accessibility

Ferry Trip Accessibility measures the percentage of boardings and alightings of ferry boats that do not exhibit significant barriers to riders with a disability. This is a new metric for 2025 and replaces many of the concepts present in the previous Ferry Dock Accessibility measure.

While the Ferry Trip Accessibility metric is new for Fall 2025, it builds on many of the concepts previously captured by the Ferry Dock Accessibility metric. The prior Ferry Dock Accessibility metric evaluated compliance based on the docks served by each route and the subset of vessels generally expected to operate those routes. In doing so, it reflected the vessel-dock relationship to some extent, but did not confirm whether each individual trip was operated by an accessible vessel-dock combination.

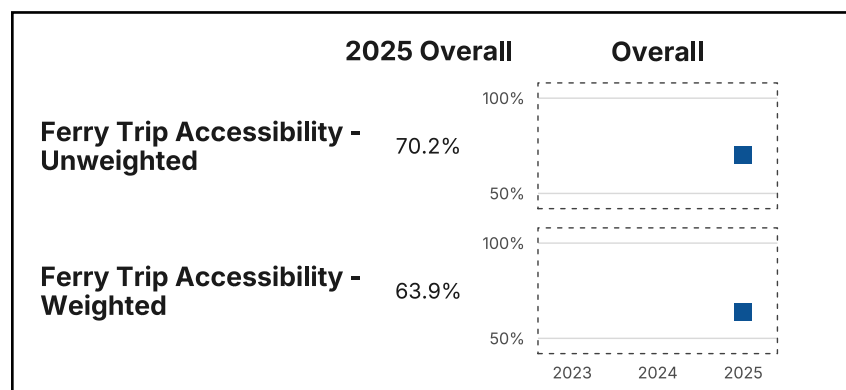
The new Ferry Trip Accessibility metric captures this relationship more directly by using the actual vessel-dock combinations on trips that occurred during the rating period.

For this new metric, the MBTA assessed the severity of barriers present for riders using mobility devices boarding or alighting each boat, at each dock, to provide a measure of the usability of the boat for that trip. The criteria used to determine boat usability for riders with disabilities does not strictly adhere to the access criteria defined in the [SDP](#) (page 16). For more information, please see Appendix C.¹¹

Among dock-vessel combinations with known accessibility ratings, 70.2% of ferry stops and 63.9% of ferry boardings and alightings occurred where the dock and vessel

combination did not pose significant barriers for riders with disabilities.

Figure 14 - Ferry Boarding and Alighting Accessibility



See also [Table A9](#)

¹¹ OPMI does not presently have a data source for specific origin-destination pairs for ferry rides, so the metric counts total boardings and alightings, which can include situations where a vessel is accessible at one end of a trip but not on the other, which would result in a measure of 50% accessibility for this route. It is anticipated that origin-destination data will be available for the 2026 report, and thus that same situation would score 0%.

Vehicle Accessibility

Even from an accessible platform, customers can encounter barriers boarding some transit vehicles. **Vehicle Accessibility measures the percentage of trips that the MBTA provides with at least one ADA-compliant vehicle.**

This measure is currently only calculated for Green Line trains and ferry boats, as data for Regional Rail Vehicle Accessibility is not yet available, and all MBTA heavy rail (Blue Line, Orange Line, and Red Line) vehicles and buses are accessible.

The accessibility of Green Line vehicles in Fall 2025 achieved the minimum of 100%.

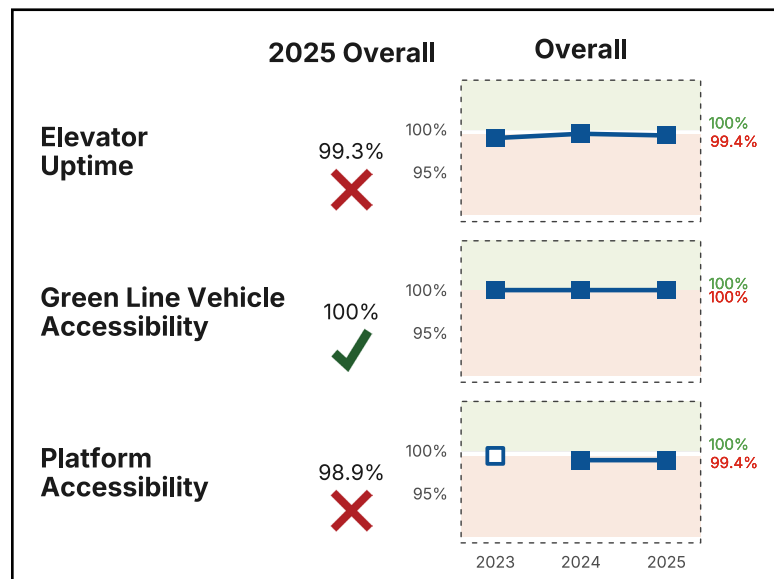
Ferry boat accessibility is provided for the first time in 2025. They are rated on three accessibility criteria:

- Presence of a public address (PA) system for audio announcements
- Presence of a visual messaging system (VMS) for visual announcements
- Restrooms, if present, are fundamentally usable.

Among the 22 ferry boats used in Fall 2025, 100% had a PA system and 18.2% had VMS. Among the 17 ferry boats used in Fall 2025 that had a restroom open to passengers, 100% were fundamentally usable.



Figure 15 - Accessibility Performance



See also [Table A9](#)

Reliability of Service

See [Data Tables](#)

Riders expect that the total time they spend on each transit journey will be predictable and consistent. Reliability standards provide tools to evaluate the travel time performance of MBTA services. Standards vary by mode and frequency of service as defined in the SDP (pages 18-22). Passengers using high-frequency services generally expect regular vehicle arrivals rather than strict adherence to published timetables, whereas passengers who use less frequent services expect arrivals and departures to occur as published. **Reliability measures the percentage of passengers on routes that pass travel time performance tests.**

Following last year's shift to Excess Trip Time (ETT) for measuring heavy rail reliability, this report extends the same methodology to light rail. While the ETT formula is the same as heavy rail, assumptions and data sources for light rail ETT differ slightly.

The travel time baseline is derived from the Fall 2025 schedule, the first to incorporate the MBTA's light rail run time model. The wait time baseline is based on scheduled service, using the average headway by half hour.

More information on ETT can be found in the [OPMI blog post](#).

Reliability scores improved across most modes and day types in Fall 2025, with particularly notable gains on heavy rail. Orange Line and Red Line reliability improved as speeds continued to increase in 2025, enabled by the positive lasting impacts of the [Track Improvement Program](#) and ongoing signal upgrade work. This was also supported by the continued delivery of new Orange and Red Line vehicles, which expanded the available fleet while replacing some of the least reliable vehicles in service. On the Red Line, the MBTA also began operating shorter 4-car

trains in early 2025 when a full 6-car train set was not available, allowing the MBTA to maintain scheduled headways when vehicle availability was limited. Additional reliability improvements are anticipated as the remaining new Red and Orange Line vehicles get delivered and enter service.

This report marks the first time light rail reliability has been measured by ETT; results have also been back-computed to cover Fall 2024. In Fall 2025, 86.4% of riders on weekday Green Line trips reached their destinations within their benchmark trip time.

Although bus reliability remained below the minimum target of 70%, reliability continued to consistently improve across all bus route categories and day types, with particularly lower dropped trip rates for Frequent and Local Bus Routes on Sundays.

Regional Rail reliability increased in 2025, with improvements across all individual routes on Sundays and on all but three lines on weekdays and Saturdays compared to 2024. At the individual line level, the Franklin/Foxboro and Fitchburg Lines saw small declines in reliability on both weekdays and Saturdays. Ferry weekday reliability increased in 2025, which was driven by improved reliability on the Hingham/Hull (F2H) route from September through December, as well as the addition of separate weekday Winthrop (F6) and Quincy (F7) routes and combined weekend Winthrop/Quincy (F8) service contributing to the overall score.

Reliability Weekday Performance by Mode

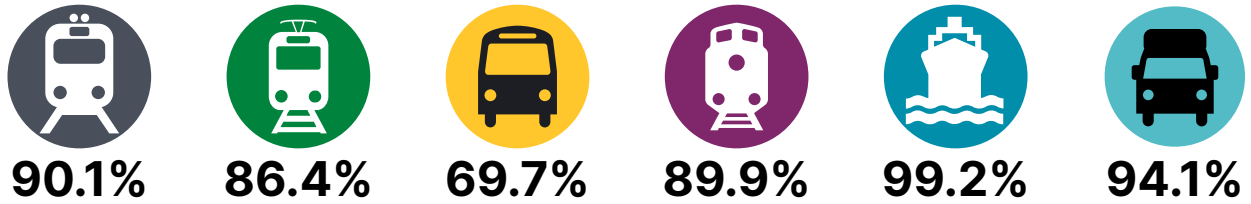
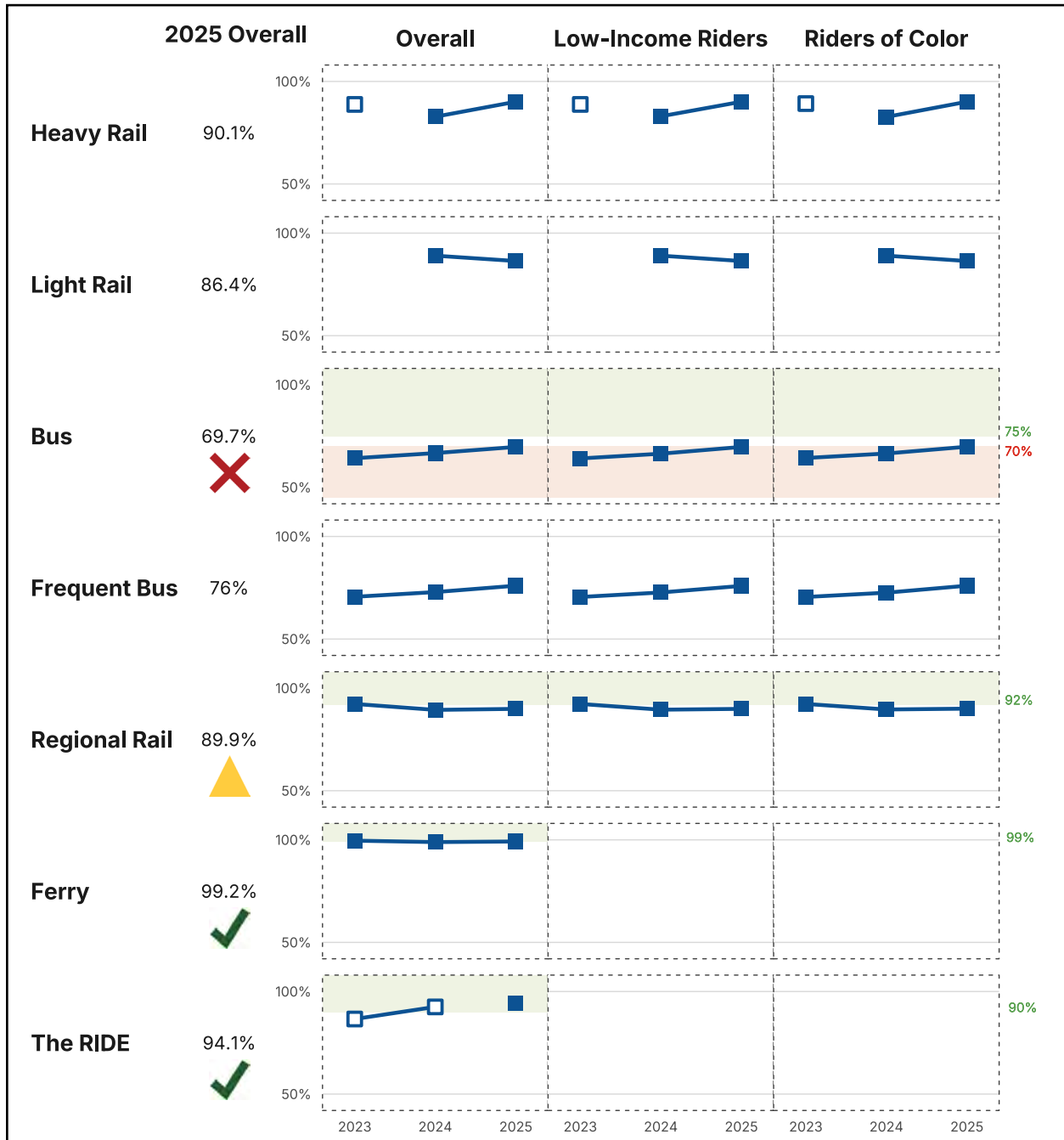
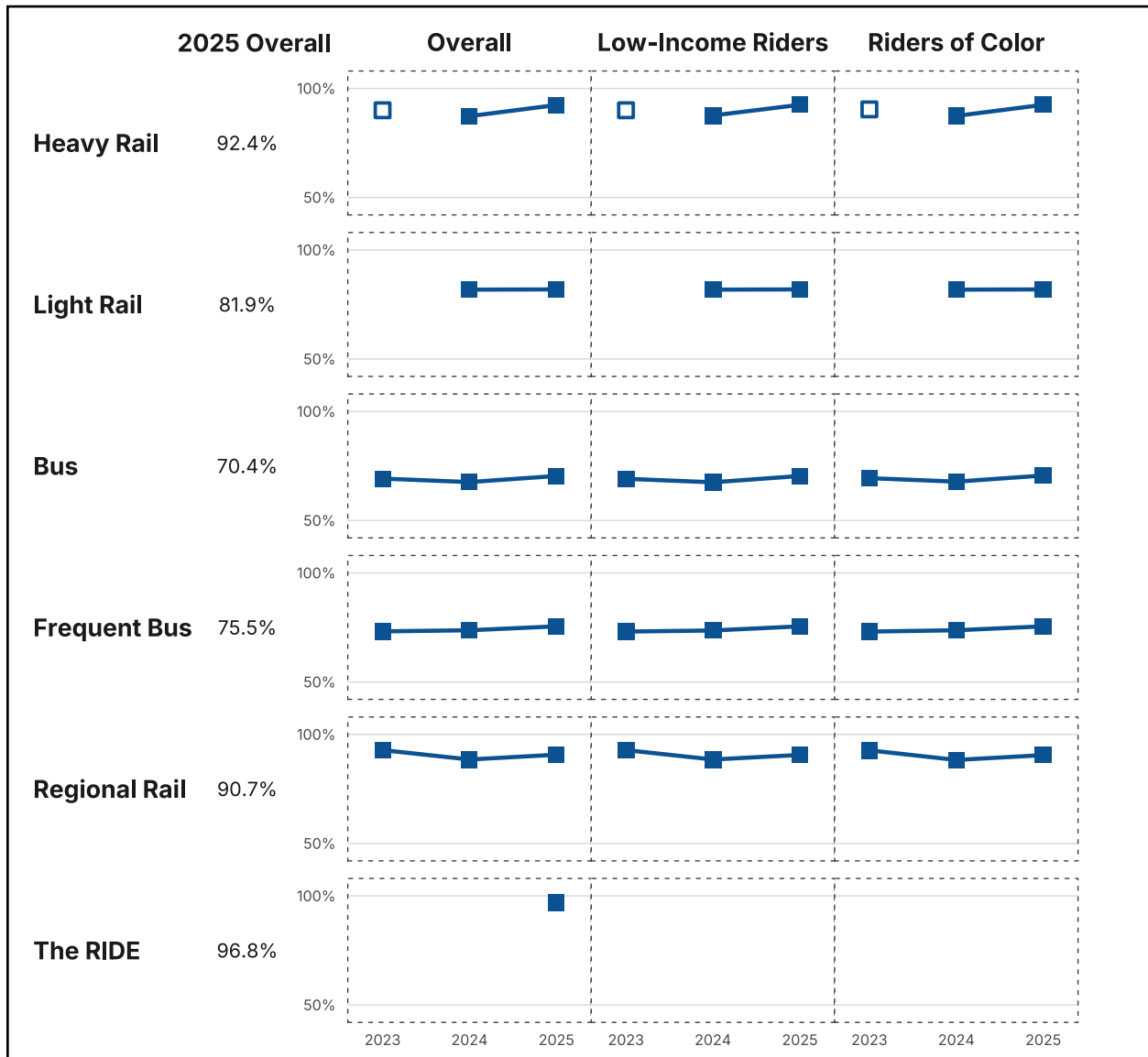


Figure 16 - Reliability Performance Detail – Weekday Service



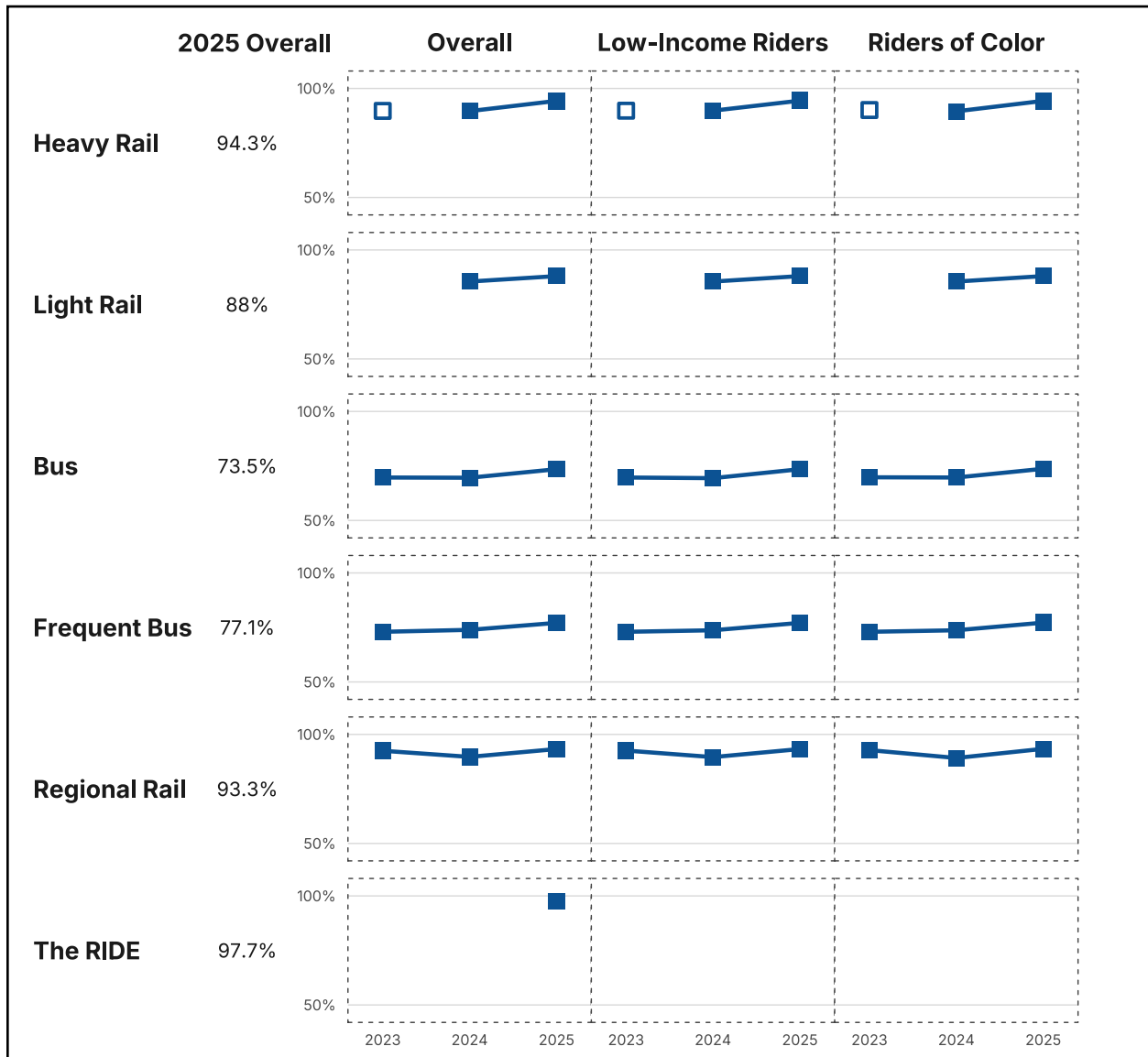
See also [Table A10](#)

Figure 17 - Reliability Performance Detail – Saturday Service



See also [Table A11](#)

Figure 18 - Reliability Performance Detail – Sunday Service



See also [Table A12](#)

Service Operated

[See Data Tables](#)

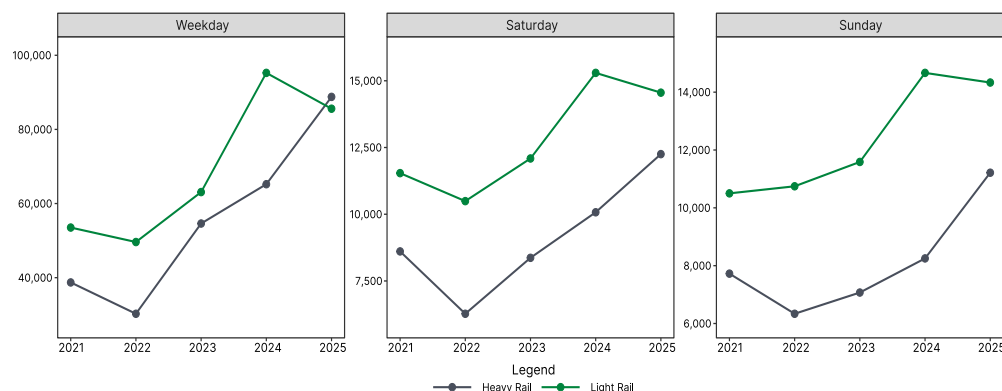
Riders depend on transit services running as scheduled, but factors like equipment failure, lack of personnel, and emergencies can sometimes prevent the MBTA from operating scheduled service. **Service Operated measures the percentage of scheduled service that was actually provided for each mode.**

Service Operated scores for light rail and bus saw continued improvement from 2024 to 2025, with service being canceled at lower rates. Weekend bus service surpassed the 99.5% target, meaning that fewer than 1 hour of service was canceled for every 200 hours of service scheduled.

Results from 2025 continue the trend observed in 2024 where the MBTA has increased the amount of scheduled heavy rail service faster than the delivered service has been able to achieve. Actual trips increased by 34.4% between the 2024 and 2025 Fall ratings, now providing 256 more trips per day on average; however, schedules anticipated a 36.1% increase in service. This has furthered a decline in the Service Operated metric as a percent of schedule but should not mask the fact that the MBTA now operates more trips on heavy rail than previous years.

Light rail numbers continue to trend upward as additional infrastructure work improves the reliability of vehicles and track; as a result, schedules have been updated to more accurately reflect running times between stations based on speed limits.

Figure 19 - Rapid Transit Trips Operated by Fall Rating Period, 2021–2025



Due to improvements in data availability, light rail trips operated data include Mattapan Line trips beginning in 2023.

Regional Rail and ferry service, meanwhile, each provided more than 99% of scheduled trips, and rates of canceled service have remained effectively flat since 2023.

Service Operated Weekday Performance by Mode



95%



96.6%



99.2%

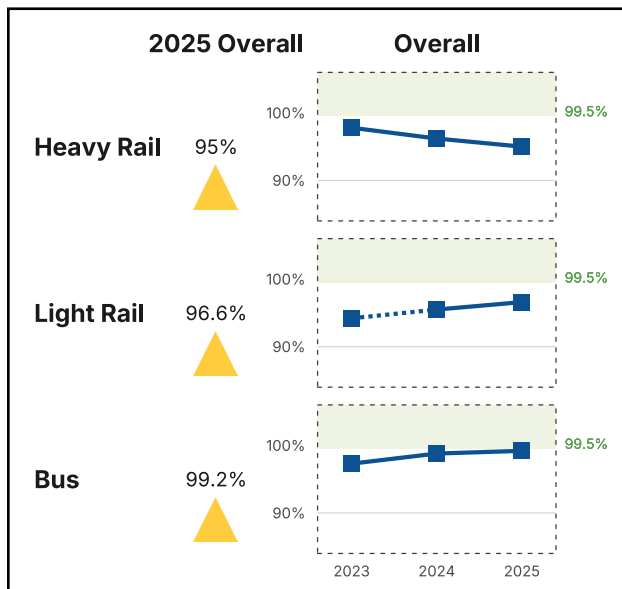


99.6%



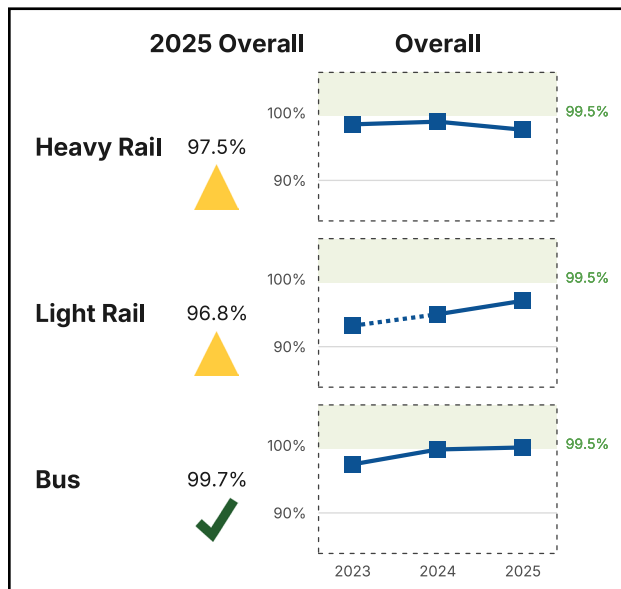
99.9%

Figure 20 - Service Operated Performance Detail – Weekday Service



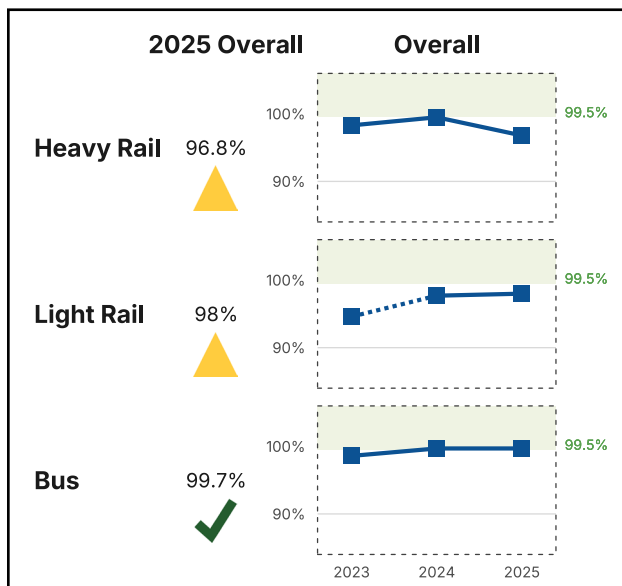
See also [Table A13](#)

Figure 21 - Service Operated Performance Detail – Saturday Service



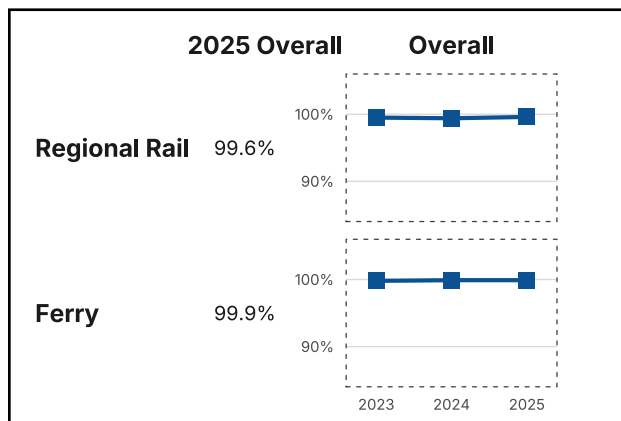
See also [Table A13](#)

Figure 22 - Service Operated Performance Detail – Sunday Service



See also [Table A13](#)

Figure 23 - Service Operated Performance Detail



See also [Table A14](#)

Passenger Comfort

See [Data Tables](#)

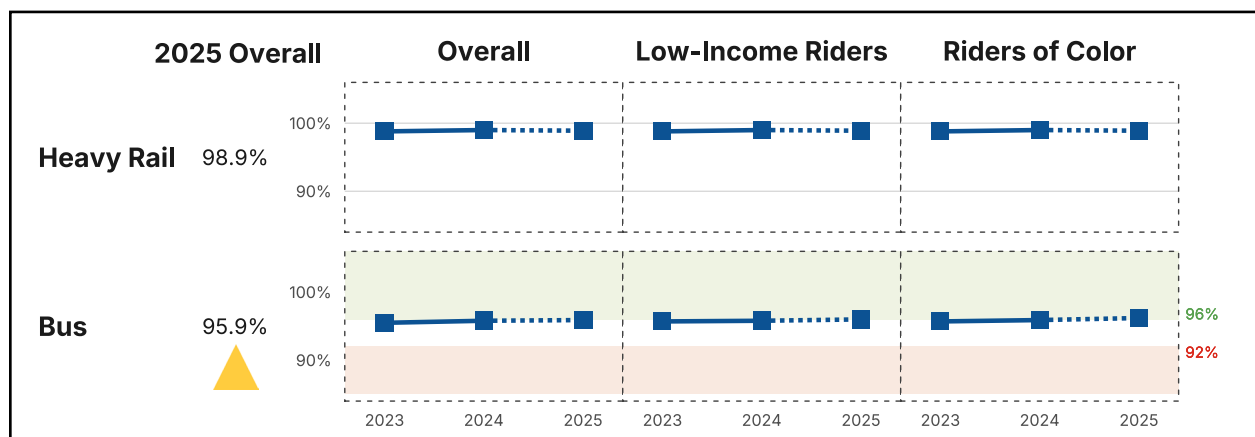
The MBTA strives to not just enable riders to get onto a bus or train, but to provide sufficient space to allow for reasonable comfort while en route. Passenger Comfort is influenced by the number of people on a vehicle and whether sufficient space is available to each rider for all or most of the trip. **Comfort measures the percentage of passenger travel time experienced in comfortable conditions.** Standards for comfort vary by transport mode and time-of-day, with the [SDP](#) (Appendix B, pages 37-38) defining a maximum number of passengers per vehicle that provides a safe and comfortable ride.

This year, crowding conditions were evaluated by day type (weekday, Saturday, Sunday), providing more detail to the public. However, since Fall 2025 is the first report to group based on day type, crowding results from previous years (when all day types were reported together) are not directly comparable.

Crowding conditions for Fall 2025 remained mostly stagnant for weekday trips; however, Saturday heavy rail trips dipped lower than the previously aggregated measure, but bus trips scored higher (97.9%), now surpassing the target of 96%. Further, both heavy rail and bus comfort levels improved from the previously

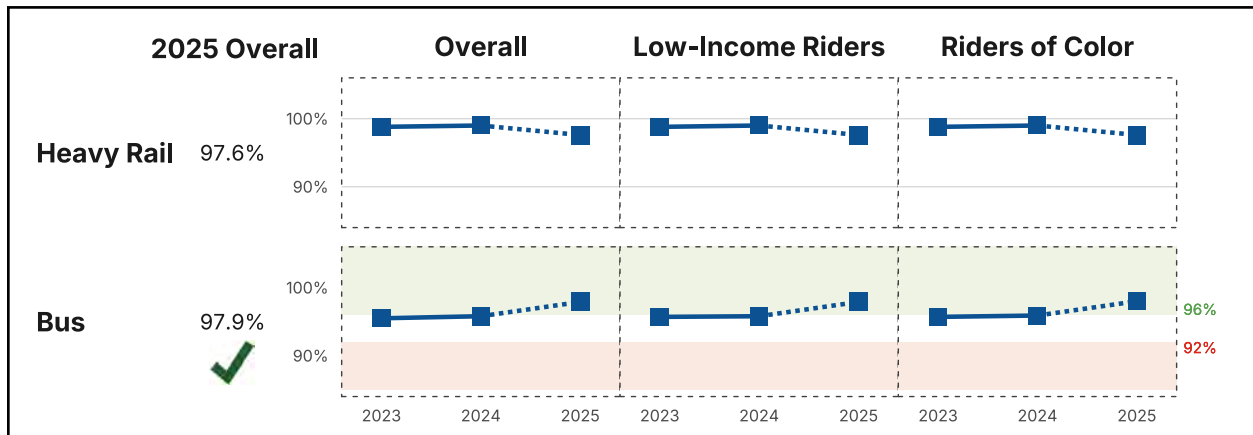
aggregated measure for Sunday trips, where more than 98% were made in comfortable conditions. Note that due to limitations in the granularity of data about the loading of each car on a heavy rail train, comfort metrics assume passengers are evenly dispersed across the train. Actual comfort will vary within each train.

Figure 24 - Passenger Comfort Performance Detail – Weekday Service



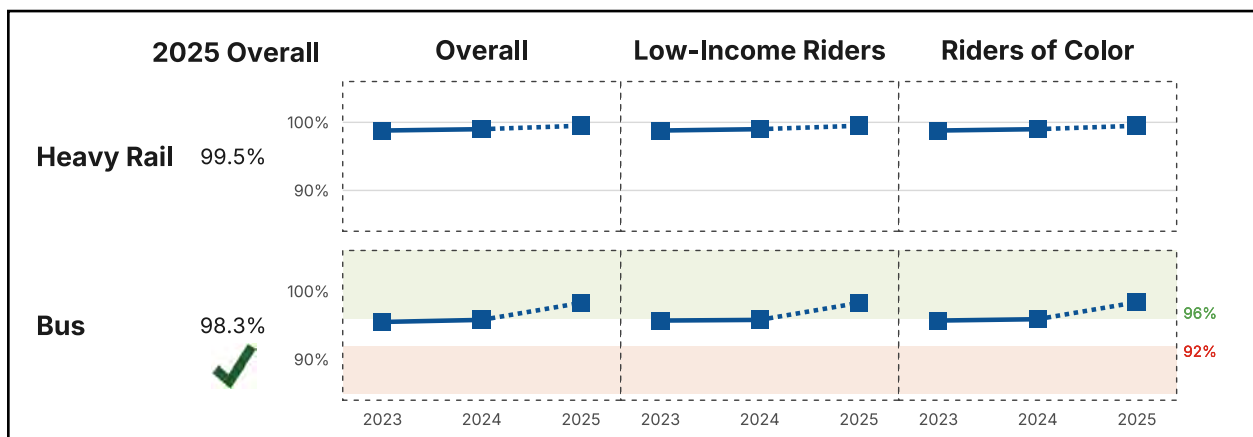
See also [Table A15](#)

Figure 25 - Passenger Comfort Performance Detail – Saturday Service



See also [Table A16](#)

Figure 26 - Passenger Comfort Performance Detail – Sunday Service



See also [Table A17](#)

Paratransit Service Standards

The MBTA's paratransit program, The RIDE, provides door-to-door, public shared-ride transportation to eligible passengers as mandated under the ADA. The RIDE provides service that goes beyond ADA requirements, offering trips throughout the service area at a higher fare rate in addition to offering trips starting or ending within the ADA-required three-quarter miles of a fixed-route service. The RIDE uses the performance metrics stated in Appendix C of the [SDP](#) to monitor how well its contractors provide their contracted service and to inform staffing and planning decisions.

Productivity

Productivity measures the efficiency of The RIDE system and is measured as the ratio of the number of trips that The RIDE completes to the number of hours it takes The RIDE to provide these trips (trips per service hour). Productivity improved to 1.12 trips per service hour in Fall 2025, though short of the medium-term target of 1.15 trips per service hour.

Table 2 - Paratransit Performance – Productivity

SDP Standard	Target	Fall 2023	Fall 2024	Fall 2025
Productivity	1.15	1.07	1.06	1.12



Excessively Late Pick-Ups and Drop-Offs

In 2024, The RIDE transitioned to a new booking and operations platform that offers a more accessible and rider-friendly experience. This transition has changed how raw data is stored and how appointments are communicated to riders. As a result, the calculation of on-time performance as well as measurements of late pick-ups and drop-offs have been updated for Fall 2025, and are not comparable to previous years.

In addition to overall On-Time Performance, The RIDE monitors arrivals and departures and how close they are to the scheduled pick-up or drop-off windows. The MBTA seeks to minimize excessively late trips due to the high degree of disruption they cause in customers' journeys and uses this measure to flag trips that need additional investigation and follow-up. While this report continues to track the key metrics of excessively late trips, rows covering late (but not excessively) trips and on-time/

early trips have been added to the output to help the public more fully understand the range of trip experiences.

Given the change in metric calculation and definition, results from 2025 are not directly comparable to the 2023 and 2024 data. That said, results remain relatively similar to 2024, and far better than 2023, which is a positive, if not authoritative, signal that service remains improved over the last 3 years.

Table 3 - Paratransit Performance – Excessively Late Pick-Ups and Drop-Offs

SDP Standard	Target	Pick-Ups			Drop-Offs		
		Fall 2023	Fall 2024	Fall 2025	Fall 2023	Fall 2024	Fall 2025
On-Time or Early, per 1,000 trips				973.3			967.2
Late (0 – 60 minutes), per 1,000 trips	0			26.1			32.4
Excessively Late (61-120 minutes), per 1,000 trips	0	*3.4	*0.3	0.4	*1.8	*0.9	0.3
Excessively Late (120+ minutes), per 1,000 trips	0	*0.3	*0.02	0.2	*0.2	*0.1	0.05

*Pick-up and drop-off scores for 2023 and 2024 are not comparable with scores for 2025 because of the transition to the new operations platform Spare, which changed how raw data is stored and how pick-up and drop-off measurements are calculated.

Conclusion

Delivering safe, reliable, and accessible public transit to riders remains the MBTA's top priority, and the SDP metrics offer a high-level overview of the availability and delivery of service during Fall 2025. Recent changes in performance reflect a combination of schedule and network improvements, an expansion of service in several modes, as well as capital investments in vehicles, stations, track, and signal infrastructure.

In Fall 2025, many indicators of service performance improved compared to Fall 2024. The implementation of the Better Bus Network, along with schedule adjustments made through seasonal service changes, contributed to meaningful gains in bus Span, Frequency, and Frequent Service Coverage, particularly on weekends. Through the Better Bus Project, the MBTA is continuing to invest in initiatives to improve bus service by modernizing bus facilities, implementing transit priority, making bus stop enhancements, and transforming the bus network with updated routes, more frequent service, and improved transfer connections.

The MBTA also made progress in accessibility, with new and upgraded accessible Regional Rail stations opening in 2025. The MBTA also achieved a major accessibility milestone, completing oversight mandated as part of the Daniels-Finegold Settlement, fulfilling a substantial portion of its obligations under the agreement. Simultaneously, the MBTA entered into a Next Generation Accessibility Agreement, reinforcing its ongoing commitment to improving accessibility system-wide. At the same time, more work remains. Key accessibility measures such as Elevator Uptime declined from Fall 2024.

As trips operated increased across many modes, Reliability also improved for most modes and day types, with Heavy Rail improvements supported by track, signal, and vehicle investments. Several metrics, including bus Frequency, Rapid Transit Service Operated, and bus and Regional Rail Reliability, remain below their targets or minimums despite improvements.

The MBTA uses these metrics and many more on a monthly and quarterly basis to make priorities for service adjustments while also planning for larger improvements. As the MBTA works to improve rider service, it will continue to monitor and refine these metrics to help guide resource allocation and service improvements into the future.

Appendix A: Detailed Result Tables

Table A1 - Span Performance Detail – Weekday Service

[Return to Report](#)

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Rapid Transit	--	100%	*100%	100%	100%	*100%	100%	100%	*100%	100%	100%
Bus	90%	95%	*95.1%	92.0%	92.1%	*94.9%	92.7%	93.0%	*95.0%	92.7%	92.7%
Frequent Bus	--	--	*100%	93.2%	93.6%	*100%	95.2%	95.7%	*100%	95.0%	95.1%
Local Bus	--	--	*90.9%	91.1%	90.1%	*90.6%	90.5%	89.4%	*90.3%	90.8%	89.8%
Commuter Bus	--	--	*94.0%	89.0%	99.6%	*94.1%	87.3%	99.6%	*94.8%	87.2%	99.6%
Regional Rail	--	100%	*100%	100%	100%	*100%	100%	100%	*100%	100%	100%
Ferry	--	100%	*100%	100%	100%	*100%	100%	100%	*100%	100%	100%

*Span scores for 2023 are not comparable with scores for 2024 and 2025 because of a 2024 change in metric definition and a corresponding revision in expected span hours.

Table A2 - Span Performance Detail – Saturday Service

[Return to Report](#)

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Rapid Transit	--	--	*100%	100%	100%	*100%	100%	100%	*100%	100%	100%
Bus	--	--	*98.4%	98.2%	98.4%	*98.3%	98.3%	98.5%	*98.5%	98.2%	98.4%
Frequent Bus	--	--	*100%	100%	100%	*100%	100%	100%	*100%	100%	100%
Local Bus	--	--	*96.6%	96.3%	96.0%	*96.5%	96.3%	95.9%	*96.6%	96.2%	95.8%
Regional Rail	--	--	*100%	100%	100%	*100%	100%	100%	*100%	100%	100%
Ferry	--	--	--	100%	100%	--	100%	100%	--	100%	100%

*Span scores for 2023 are not comparable with scores for 2024 and 2025 because of a 2024 change in metric definition and a corresponding revision in expected span hours.

Table A3 - Span Performance Detail – Sunday Service

[Return to Report](#)

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Rapid Transit	--	--	*100%	100%	100%	*100%	100%	100%	*100%	100%	100%
Bus	--	--	*97.9%	93.4%	95.4%	*97.9%	93.9%	95.6%	*98.1%	93.6%	95.4%
Frequent Bus	--	--	*100%	96.6%	98.5%	*100%	97.7%	98.8%	*100%	97.2%	98.7%
Local Bus	--	--	*94.9%	88.7%	89.3%	*94.8%	88.0%	88.7%	*95.0%	88.3%	88.9%
Regional Rail	--	--	--	100%	100%	--	100%	100%	--	100%	100%
Ferry	--	--	--	100%	100%	--	100%	100%	--	100%	100%

*Span scores for 2023 are not comparable with scores for 2024 and 2025 because of a 2024 change in metric definition and a corresponding revision in expected span hours.

Table A4 - Frequency Performance Detail – Weekday Service
[Return to Report](#)

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Rapid Transit	--	100%	95.9%	100%	100%	96.0%	100%	100%	95.9%	100%	100%
Bus	90%	95%	*88.9%	89.9%	91.8%	*88.7%	89.6%	91.7%	*89.3%	90.1%	92.1%
Frequent Bus	--	--	*91.4%	95.4%	98.2%	*91.5%	95.3%	98.3%	*92.1%	95.5%	98.5%
Local Bus	--	--	86.3%	84.3%	83.3%	85.9%	83.9%	82.7%	86.3%	84.4%	82.8%
Commuter Bus	--	--	94.1%	93.3%	95.1%	93.5%	93.4%	95.2%	93.8%	93.5%	95.3%
Regional Rail	--	--	98.9%	98.1%	100%	99.0%	98.3%	100%	99.1%	98.5%	100%
Ferry	--	100%	100%	94.3%	96.2%	--	--	--	--	--	--

*Frequent Bus and overall Bus scores for 2023 are not comparable to 2024 and 2025 due to the 2024 change to the Frequent Bus Route standard, which requires 15-minute headways at all times.

Table A5 - Frequency Performance Detail – Saturday Service
[Return to Report](#)

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Rapid Transit	--	--	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bus	--	--	*93.8%	80.2%	86.5%	*93.7%	80.3%	86.8%	*94.4%	81.5%	88.2%
Frequent Bus	--	--	*100%	74.6%	87.4%	*100%	74.9%	88.0%	*100%	76.8%	89.9%
Local Bus	--	--	86.9%	86.5%	85.5%	86.7%	86.3%	85.1%	87.6%	87.2%	85.7%
Regional Rail	--	--	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ferry	--	--	--	90.0%	84.4%	--	--	--	--	--	--

*Frequent Bus and overall Bus scores for 2023 are not comparable to 2024 and 2025 due to the 2024 change to the Frequent Bus Route standard, which requires 15-minute headways at all times.

Table A6 - Frequency Performance Detail – Sunday Service
[Return to Report](#)

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Rapid Transit	--	--	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bus	--	--	*88.9%	62.5%	78.8%	*88.6%	61.1%	79.2%	*89.7%	61.7%	81.2%
Frequent Bus	--	--	*100%	55.5%	80.1%	*100%	53.4%	80.9%	*100%	54.0%	83.3%
Local Bus	--	--	72.7%	72.7%	76.3%	72.2%	72.2%	75.9%	73.8%	73.6%	76.9%
Regional Rail	--	--	--	100%	100%	--	100%	100%	--	100%	100%
Ferry	--	--	--	89.0%	82.5%	--	--	--	--	--	--

*Frequent Bus and overall Bus scores for 2023 are not comparable to 2024 and 2025 due to the 2024 change to the Frequent Bus Route standard, which requires 15-minute headways at all times.

Table A7 - Base Coverage Performance Detail
[Return to Report](#)

Day Type	Minimum	Target	Overall			Low-Income Households			Residents of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Weekday	75%	--	78.7%	78.6%	78.5%	84.5%	84.6%	84.5%	88.5%	88.1%	87.6%
Saturday	--	--	74.9%	75.3%	73.9%	81.5%	81.9%	80.6%	86.1%	85.8%	84.6%
Sunday	--	--	70.1%	70.1%	69.0%	77.3%	77.2%	76.2%	82.2%	81.7%	80.8%

Table A8 - Frequent Coverage Performance Detail
[Return to Report](#)

Day Type	Minimum	Target	Overall			Low-Income Households			Residents of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Weekday	--	70%	61.6%	62.5%	65.2%	60.1%	61.4%	64.1%	62.6%	63.8%	66.6%
Saturday	--	--	*67.8%	58.0%	62.6%	*66.6%	56.9%	62.2%	*68.6%	60.4%	65.0%
Sunday	--	--	*59.8%	49.3%	59.8%	*59.0%	48.9%	59.2%	*62.3%	51.0%	63.0%

*Frequent Service Coverage weekend scores for 2023 are not comparable with 2024 and 2025 weekend scores because of the 2024 change in standard to define frequent service at a stop or station as 15 minutes or better between vehicles at all times.

Table A9 - Accessibility Performance Detail
[Return to Report](#)

SDP Standard	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Station Accessibility - Unweighted	76%	100%	†79.2%	†81.2%	82.4%	--	--	--	--	--	--
Station Accessibility - Weighted	94%	100%	†94.3%	†94.9%	95.8%	†94.0%	†94.7%	95.7%	†94.6%	†95.3%	96.2%
Bus Stop Accessibility - Unweighted	--	--	--	†93.0%	93.1%	--	--	--	--	--	--
Bus Stop Accessibility - Weighted	--	--	--	†97.9%	97.9%	--	†97.9%	97.8%	--	†98.0%	97.9%
Elevator Uptime	99.4%	100%	99.0%	99.5%	99.3%	--	--	--	--	--	--
Platform Accessibility	99.4%	100%	*99.4%	98.9%	98.9%	--	--	--	--	--	--
Green Line Vehicle Accessibility	100%	100%	100%	100%	100%	--	--	--	--	--	--
Ferry Trip Accessibility - Unweighted	--	--	--	--	70.2%	--	--	--	--	--	--
Ferry Trip Accessibility - Weighted	--	--	--	--	63.9%	--	--	--	--	--	--

*Platform Accessibility scores for 2023 are not comparable with scores for 2024 and 2025 because of a 2024 change in standard regarding temporary shuttling.

†Bus Stop Accessibility and Station Accessibility scores for 2023 and 2024 are not comparable with scores for 2025 because of a 2025 change to reclassify 41 Silver Line stops as bus stops. Of these, 25 were previously classified as stations and 16 were previously unclassified.

Table A10 - Reliability Performance Detail – Weekday Service
[Return to Report](#)

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Heavy Rail	--	--	*88.8%	82.8%	90.1%	*88.8%	83.0%	90.1%	*89.2%	82.7%	90.1%
Light Rail	--	--	--	89.0%	86.4%	--	89.0%	86.4%	--	89.0%	86.4%
Bus	70%	75%	64.2%	66.7%	69.7%	64.1%	66.4%	69.7%	64.3%	66.5%	69.8%
Frequent Bus	--	--	70.6%	72.9%	76.0%	70.5%	72.7%	75.9%	70.5%	72.6%	76.0%
Local Bus	--	--	59.1%	61.6%	63.2%	59.0%	61.3%	63.0%	58.9%	61.1%	62.7%
Commuter Bus	--	--	51.4%	56.3%	60.6%	51.8%	56.6%	61.0%	52.1%	56.7%	61.2%
Regional Rail	--	92%	92.3%	89.4%	89.9%	92.3%	89.5%	89.9%	92.3%	89.6%	90.0%
Ferry	--	99%	99.6%	98.9%	99.2%	--	--	--	--	--	--
The RIDE	--	90%	†86.6%	†92.5%	94.1%	--	--	--	--	--	--

*Rapid Transit reliability scores for 2023 are not comparable with scores for 2024 and 2025 because of the 2024 change to calculate reliability using Excess Trip Time.

†The RIDE reliability scores for 2023 and 2024 are not comparable with scores for 2025 because of the transition to the new operations platform Spare, which changed how raw data is stored and how on-time performance is calculated.

Table A11 - Reliability Performance Detail – Saturday Service
[Return to Report](#)

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Heavy Rail	--	--	*90.0%	87.3%	92.4%	*90.0%	87.6%	92.5%	*90.4%	87.4%	92.5%
Light Rail	--	--	--	81.8%	81.9%	--	81.8%	81.9%	--	81.8%	81.9%
Bus	--	--	69.2%	67.6%	70.4%	69.1%	67.5%	70.4%	69.4%	67.8%	70.6%
Frequent Bus	--	--	73.2%	73.7%	75.5%	73.1%	73.6%	75.5%	73.1%	73.7%	75.5%
Local Bus	--	--	64.8%	60.8%	63.0%	64.8%	60.7%	62.9%	65.0%	60.9%	62.8%
Commuter Bus	--	--	--	--	61.1%	--	--	61.1%	--	--	61.1%
Regional Rail	--	--	92.8%	88.5%	90.7%	92.8%	88.5%	90.6%	92.7%	88.3%	90.5%
The RIDE	--	--	--	--	96.8%	--	--	--	--	--	--

*Rapid Transit reliability scores for 2023 are not comparable with scores for 2024 and 2025 because of the 2024 change to calculate reliability using Excess Trip Time.

Table A12 - Reliability Performance Detail – Sunday Service
[Return to Report](#)

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Heavy Rail	--	--	*89.7%	89.6%	94.3%	*89.8%	89.8%	94.4%	*90.1%	89.5%	94.3%
Light Rail	--	--	--	85.5%	88.0%	--	85.5%	88.0%	--	85.5%	88.0%
Bus	--	--	69.7%	69.6%	73.5%	69.7%	69.4%	73.5%	69.8%	69.7%	73.7%
Frequent Bus	--	--	73.0%	73.9%	77.1%	73.0%	73.7%	77.1%	73.0%	73.7%	77.2%
Local Bus	--	--	64.9%	63.2%	66.6%	65.0%	63.1%	66.6%	65.0%	63.2%	66.6%
Regional Rail	--	--	92.5%	89.7%	93.3%	92.6%	89.6%	93.3%	92.8%	89.2%	93.4%
The RIDE	--	--	--	--	97.7%	--	--	--	--	--	--

*Rapid Transit reliability scores for 2023 are not comparable with scores for 2024 and 2025 because of the 2024 change to calculate reliability using Excess Trip Time.

Table A13 - Service Operated Performance Detail – Heavy Rail, Light Rail, and Bus

[Return to Report](#)

Mode	Minimum	Target	Weekday			Saturday			Sunday		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Heavy Rail	--	99.5%	97.8%	96.2%	95.0%	98.3%	98.7%	97.5%	98.3%	99.5%	96.8%
Light Rail	--	99.5%	*94.2%	95.5%	96.6%	*93.1%	94.8%	96.8%	*94.6%	97.7%	98.0%
Bus	--	99.5%	97.3%	98.8%	99.2%	97.2%	99.4%	99.7%	98.6%	99.7%	99.7%

*Light Rail service operated scores for 2023 are not directly comparable with scores for 2024 and 2025 because of the 2024 change to include the Mattapan Line within the measure.

Table A14 - Service Operated Performance Detail – Regional Rail and Ferry

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Mode	Minimum	Target	Overall		
			2023	2024	2025
Regional Rail	--	--	99.5%	99.4%	99.6%
Ferry	--	--	99.8%	99.9%	99.9%

Table A15 - Passenger Comfort Performance Detail – Weekday Service

[Return to Report](#)

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Heavy Rail	--	--	*98.8%	*99.0%	98.9%	*98.8%	*99.0%	98.9%	*98.8%	*99.0%	98.9%
Bus	92%	96%	*95.5%	*95.8%	95.9%	*95.7%	*95.8%	96.0%	*95.7%	*95.9%	96.2%

*Passenger comfort scores for 2023 and 2024 are not comparable with scores for 2025 because of a 2025 change to measure passenger comfort by day type (weekday, Saturday, Sunday) rather than all day types grouped together.

Table A16 - Passenger Comfort Performance Detail – Saturday Service

[Return to Report](#)

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Heavy Rail	--	--	*98.8%	*99.0%	97.6%	*98.8%	*99.0%	97.6%	*98.8%	*99.0%	97.6%
Bus	92%	96%	*95.5%	*95.8%	97.9%	*95.7%	*95.8%	97.9%	*95.7%	*95.9%	98.0%

*Passenger comfort scores for 2023 and 2024 are not comparable with scores for 2025 because of a 2025 change to measure passenger comfort by day type (weekday, Saturday, Sunday) rather than all day types grouped together.

Table A17 - Passenger Comfort Performance Detail – Sunday Service

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Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2023	2024	2025	2023	2024	2025	2023	2024	2025
Heavy Rail	--	--	*98.8%	*99.0%	99.5%	*98.8%	*99.0%	99.5%	*98.8%	*99.0%	99.5%
Bus	92%	96%	*95.5%	*95.8%	98.3%	*95.7%	*95.8%	98.3%	*95.7%	*95.9%	98.4%

*Passenger comfort scores for 2023 and 2024 are not comparable with scores for 2025 because of a 2025 change to measure passenger comfort by day type (weekday, Saturday, Sunday) rather than all day types grouped together.

Appendix B: Very Low Frequency Services

Defining Very Low Frequency Services

A service is designated as Very Low Frequency if it meets one of two conditions:

1. **Services with a frequency standard of X trips in peak direction during peak service (typically 3-4 trips):** fewer than or equal to X+1 trips in the peak direction during the peak span (Commuter Bus) or peak frequency period (Regional Rail and Ferry).
2. **All other services:** 6 or fewer trips in either direction over a complete service day.

This designation does not alter service types or route classifications; it pertains only to the evaluation methodology that is applied to services with very low frequency.

Routes Qualifying as Very Low Frequency in Fall 2025

Local Bus and Coverage Bus, all of which had 6 or fewer trips per day in at least 1 direction:

- 217 (Weekday)
- 245 (Weekday)
- 439 (Weekday)
- 456 (Weekday)

Commuter Bus, all of which had 4 or fewer trips in at least one peak span period:

- 121 (Weekday)
- 131 (Weekday)
- 351 (Weekday)
- 354 (Weekday)
- 424 (Weekday)
- 428 (Weekday)
- 451 (Weekday)
- 554 (Weekday)
- 556 (Weekday)
- 558 (Weekday)

Ferry, all weekday matches have 4 or fewer trips during a peak period, weekend match had 6 or fewer trips in at least one direction:

- East Boston (F3) (Weekday)
- Lynn (F5) (Weekday and Weekend)
- Winthrop (F6) (Weekday)
- Quincy (F7) (Weekday)

Appendix C: Ferry Trip Accessibility

When determining the accessibility of Ferry Boat trips, the MBTA assigned a level of usability for each boat at each dock, for riders using mobility devices, based off the severity of barriers a rider may be required to navigate to board or alight. Boat trips were categorized with one of the following designations:

- 1. Most riders using mobility devices will be able to board/alight with minimal issues.** Some examples of minor barriers that riders may encounter include a gangway with a steep slope during certain tide levels. Boarding may require limited assistance.
- 2. Some barriers to boarding will make boarding/alighting challenging.** Some examples of barriers that may be present include limited maneuvering clearance to reach the interior cabin, a restroom with a protruding sink impacting door entry clearance, a gangway slope that is steep due to tide, and arched gangways that may cause some devices to bottom out or become tipsy. Boarding may require assistance.
- 3. Most riders using mobility devices will not be able to safely board/alight the boat.** Some examples of barriers that may be present include a gangway less than 32" wide with extreme slopes, gunnel height greater than 1" and catch wheels that may cause boarding difficulty or difficulty accessing the cabin. Boarding will require significant physical assistance. Most riders using mobility devices will probably not be comfortable, or able, to board or alight a boat in this category.

Specifics regarding a rider's mobility device, their comfort navigating up or down steep slopes or bumps, and the tide level, will also impact their ability to utilize the boat at that dock.

Appendix D: Bus Service Types as of Fall 2025

Table D1 - Local Bus Routes

Route Number	Route Name
7	City Point - Otis Street & Summer Street
8	Harbor Point - Kenmore Station
9	City Point - Copley Square
10	City Point - Arlington Station
11	City Point - Chauncy Street & Summer Street
14	Roslindale Square - Heath Street
16	Forest Hills Station - Andrew Station or Harbor Point
17	Fields Corner Station - Andrew Station
19	Fields Corner Station - Kenmore or Ruggles Station
21	Ashmont Station - Forest Hills Station
24	Wakefield Avenue & Truman Parkway - Ashmont Station
26	Ashmont Station - Norfolk Street Loop
29	Mattapan Station - Jackson Square Station
30	Mattapan Station - Forest Hills Station via Cummins Highway and Roslindale Square
33	River Street & Milton Street - Mattapan Station
35	Dedham Mall or Stimson Street - Forest Hills Station
36	Millennium Park or VA Hospital - Forest Hills Station
37	Baker Street & Vermont Street - Forest Hills Station
38	Wren Street - Forest Hills Station
40	Georgetowne - Forest Hills Station
41	Centre Street & Eliot Street - JFK/UMass Station
42	Forest Hills Station - Nubian Station
43	Ruggles Station - Park Street Station
44	Jackson Square Station - Ruggles Station
45	Franklin Park - Ruggles Station
47	Central Square, Cambridge - Broadway Station
50	Cleary Square - Forest Hills Station
51	Reservoir Station - Forest Hills Station
52	Dedham Mall - Watertown Yard
59	Needham Junction - Watertown Square
60	Chestnut Hill - Kenmore Station
61	North Waltham - Waltham Center
62	Bedford VA Hospital - Alewife Station
64	Oak Square - University Park or Kendall/MIT Station

Route Number	Route Name
65	Brighton Center - Kenmore Station
67	Turkey Hill - Alewife Station
68	Harvard Square - Kendall/MIT Station
69	Harvard Square - Lechmere Station
70	Market Place Drive or Waltham Center - University Park
74	Belmont Center - Harvard via Concord Avenue
75	Belmont Center - Harvard via Huron Avenue
76	Lincoln Lab - Alewife Station
78	Arlmont Village - Harvard Station
80	Arlington Center - Lechmere Station
83	Rindge Avenue - Central Square, Cambridge
85	Spring Hill - Kendall/MIT Station
86	Harvard Square - Reservoir Station
87	Clarendon Hill or Arlington Center - Lechmere Station
88	Clarendon Hill - Lechmere Station
89	Clarendon Hill or Davis Station - Sullivan Square Station
90	Davis Station - Assembly Row
91	Sullivan Square Station - Central Square, Cambridge
92	Sullivan Square Station - Downtown via Main Street
93	Sullivan Square Station - Downtown via Bunker Hill Street
94	Medford Square - Davis Station
95	West Medford or Arlington Center - Sullivan Square Station
96	Medford Square - Harvard Station
97	Malden Center Station - Wellington Station
99	Woodland Road - Wellington Station
100	Elm Street - Wellington Station
101	Malden Center Station - Sullivan Square Station via Winter Hill
105	Malden Center Station - Sullivan Square Station via Newland Street Housing
106	Lebanon Loop - Wellington Station
108	Linden Square - Wellington Station
112	Wellington Station - Wood Island Station
119	Northgate Shopping Center - Beachmont Station
120	Orient Heights Station - Jeffries Point
132	Redstone Shopping Center - Malden Center Station
134	North Woburn - Wellington Station
137	Reading Depot - Malden Center Station
210	Quincy Center Station - Fields Corner Station
211	Quincy Center Station - Squantum
215	Quincy Center Station - Ashmont Station via West Quincy
216	Houghs Neck - Quincy Center Station via Germantown
220	Hingham Depot - Quincy Center Station
222	East Weymouth - Quincy Center Station

Route Number	Route Name
225	Weymouth Landing - Quincy Center Station
226	Columbian Square - Braintree Station
230	Montello Station - Quincy Center Station
236	South Shore Plaza - Quincy Center Station
238	Holbrook/Randolph Station - Quincy Center Station
240	Avon Square - Ashmont Station
245	Quincy Center Station - Mattapan Station
350	North Burlington - Alewife Station
411	Kennedy Drive or Jack Satter House - Malden Center Station
426	Central Square, Lynn - Haymarket or Wonderland Station
429	Northgate Shopping Center - Central Square, Lynn
430	Saugus Center - Malden Center Station
435	Liberty Tree Mall - Central Square, Lynn via Peabody Square
436	Liberty Tree Mall - Central Square, Lynn via Goodwin Circle
450	Salem Depot - Wonderland or Haymarket Station
455	Salem Depot - Wonderland Station
553	Roberts - Newton Corner
201/202	Fields Corner Loop
34/34E	Walpole Center or Dedham Line - Forest Hills Station
441/442	Marblehead - Wonderland Station
712/713	Point Shirley - Orient Heights Station
CT2 (747)	Sullivan Square Station - Ruggles Station
CT3 (708)	Beth Israel Deaconess Hospital - Andrew Station

Table D2 - Frequent Bus Routes¹²

Route Number	Route Name
1	Harvard Square - Nubian Station
15	Fields Corner Station or St Peter's Square - Ruggles Station
22	Ashmont Station - Ruggles Station via Talbot Ave
23	Ashmont Station - Ruggles Station via Washington Street
28	Mattapan Station - Ruggles Station
31	Mattapan Station - Forest Hills Station via Morton Street
32	Wolcott or Cleary Square - Forest Hills Station
39	Forest Hills Station - Back Bay Station
57	Watertown Yard - Kenmore Station
66	Harvard Square - Nubian Station
71	Watertown Square - Harvard Station
73	Waverley Square - Harvard Station
77	Arlington Heights - Harvard Station
104	Malden Center Station - Airport Station

¹² Former Local Bus Routes promoted to Frequent Bus Routes through the Better Bus Network are bolded. Routes 104, 109, and 110 became Frequent Bus Routes in Winter 2025, followed by Route 31 in Fall 2025.

Route Number	Route Name
109	Linden Square - Harvard Square via Sullivan
110	Wonderland Station - Wellington Station
111	Woodlawn - Haymarket Station
116	Wonderland Station - Maverick Station
SL1 (741)	Logan Airport Terminals - South Station
SL2 (742)	Design Center - South Station
SL3 (743)	Chelsea Station - South Station
SL4 (751)	Nubian Station - South Station
SL5 (749)	Nubian Station - Temple Place

Table D3 - Commuter Bus Routes

Route Number	Route Name
4	North Station - Design Center
121	Wood Island Station - Maverick Station
131	Melrose Highlands - Malden Center Station
351	Bedford Woods Drive - Third Avenue
354	North Burlington - State Street, Boston
424	Eastern Avenue & Essex Street - Wonderland Station
428	Oaklandvale - Haymarket Station
451	North Beverly Station - Salem Depot
501	Brighton Center - Federal Street & Franklin Street
504	Watertown Yard - Federal Street & Franklin Street
505	Waltham Center - Federal Street & Franklin Street
554	Waverley Square - Newton Corner
556	Waltham Highlands - Newton Corner
558	Riverside Station - Newton Corner

Table D4 - Coverage Bus Routes

Route Number	Route Name
18	Ashmont Station - Andrew Station
55	West Fenway - Arlington Station
217	Quincy Center Station - Ashmont Station via Wollaston Station
439	Nahant - Wonderland Station
456	Salem Depot - Central Square, Lynn
714	Pemberton Point, Hull - Station Street, Hingham
716	Cobbs Corner - Mattapan Station

Table D5 - Supplemental Bus Routes

Route Number	Route Name
114	Market Basket - Maverick Station
171	Logan Airport Terminals - Nubian Station
SLW (746)	Silver Line Way - South Station