

SERVICE DELIVERY POLICY

November 7, 2016

Office of Performance Management and Innovation,
Planning and Scheduling Department, Office of
Transportation Planning

Overview

- Reminder proposed service planning process
- Proposed priorities based on FMCB feedback
- Public input process
- Timeline to start service planning process

Proposed Service Planning Process

“Rolling” District-Level Bus Service Planning

- Replace static biennial process with a constant process that addresses bus districts on a rolling basis
- First district process would take approximately 1 year
- Afterward complete 2-3 districts annually so all service revisited every 3 years
- Process includes a Schedule Rebuild and Service Plan for each district
 - Schedule rebuild updates all running times, matches frequency and span to demand, and addresses crowding
 - Service Plan modifies routes and coverage to reflect travel patterns and improves service using all the tactics in the toolkit

Questions Posed to FMCB

- What should be the main priorities in the rolling service planning process?
 - Improving reliability, even if it requires reductions in scheduled frequency and increases in crowding
 - Reducing crowding, even if it requires reductions in frequency in other routes, reductions in coverage, or worse reliability
 - Improving frequency in areas with high-population density, but possibly increasing transfers
 - Improving/maintaining coverage for areas with large low-income populations
 - Increasing/maintaining overall coverage, but reducing frequency
 - Meeting minimum frequency and span

Proposed Priorities Based on FMCB Feedback

Schedule Rebuild

- Prioritize reliability and address acute crowding at the expense of frequency on less-crowded routes

Service Plan

- Prioritize coverage in low-income and high-density areas over coverage overall
- Changes to increase high frequency coverage but decrease directness will be evaluated on a case by case basis
- Use weighted cost-efficiency measure to evaluate routes

Public Input Process

Joint Public Meetings on the MBTA Service Delivery Policy and Title VI Disparate Impact/Disproportionate Burden (DI/DB) Policy

- **November 15, 5 pm - 7 pm**
Bolling Building, 2300 Washington St., Roxbury
- **November 16, 5 pm - 7 pm**
Housing Authority, 10 Church St. Lynn
- **November 17, 5 pm - 7 pm**
State Transportation Building, 10 Park Plaza, Boston
- Send comments to policycomments@mbta.com by December 2
- More information at www.mbta.com/servicepolicy

Questions for Public Comment

- Do we have the right service availability and quality measures?
- How should we prioritize the coverage measures?
- What should the target for the coverage measure(s) be?
- Should we increase high frequency coverage even if some passengers may have to transfer?
- Does the proposed cost-efficiency measure include the right components and what should the weights be?
- Do we need a separate equity measure?
- Should addressing widespread reliability and acute crowding be the main priorities of the upcoming service planning process?

Timeline

- Public comment closes December 2, 2016
- Staff revises draft based on comments
- Draft policy available middle of December 2016
- Brought to FMCB for approval beginning of January 2017
- Rolling service planning process starts January 2017