Overview

• The Better Bus Project – Goals & Standards

• Improving the Bus Network – The last 90 days

• General Update on the Better Bus Project
  • Data
  • Outreach
  • Next Steps
The Better Bus Project – Goals and Standards

The goal of the Better Bus Project is to measure and close the gap between current bus service delivery and the service delivery standards, passed in January 2017. Closing the gap will depend on partnerships and optimization, as well as resource allocation and the modernization of planning and scheduling.

- **Comfort**: Passengers should have a reasonable amount of personal space during their trips
- **Reliability**: Passengers should be able to expect service to arrive when scheduled
- **Frequency**: Passengers should be able to access transit within a reasonable waiting time
- **Span**: Passengers should have confidence that service will operate during expected hours
- **Coverage**: The geographic area where service is provided
Improving the Bus Network – The last 90 days

- April 1, 2018
  Early Morning Bus Service kickoff

- May 7, 2018
  Start of Phase II Washington Dedicated Bus Lane Pilot

- June 1, 2018
  Begin aggressive wave of operator hiring

- June 6, 2018
  Full and completed transition of revenue and non revenue employees to HASTUS Bid/Roster

- SL3 kickoff
  April 21, 2018

- Dropped Trip Task Force Created
  May 15, 2018

- Late Night Bus Service Approved
  June 4, 2018

- Washington Dedicated Bus Lane becomes Permanent
  June 19, 2018
## General Update on The Better Bus Project

### Data
- 75% Route Profiles completed
- 80% State of the System completed
- Market Analysis completed

### Tools and Resources
- ODX Tool completed
- Advanced agreement for Transit Signal Priority
- Gap analysis tool (BRIT) completed
- $1.5M lockbox commitment in support of dedicated bus lanes, FY19 to FY21

### Partnerships
- Met with 60+ municipal staff in 10+ communities
- Furthered relationships built with Liveable Streets and the Barr Foundation
- Dedicated bus lane discussions with five communities

### Outreach
- 100% (15) Street Teams held
- 100% (6) Regional Meetings held
- 100% (14) Transit Talks held
- Feedback: 1,550 newsletter subscribers; 1,172 online responses; 846 Street Team surveys completed; 165 attendees at Open Houses; 250 attendees at Transit Talks
# Data Update: Service Delivery comparison Standard

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Target</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus reliability - Key Bus routes</td>
<td>80%</td>
<td>77% YTD</td>
</tr>
<tr>
<td>Bus reliability - Other routes</td>
<td>75%</td>
<td>63% YTD</td>
</tr>
<tr>
<td>Bus service operated</td>
<td>99.5%</td>
<td>97.7% YTD</td>
</tr>
<tr>
<td>Bus passenger comfort</td>
<td>96%</td>
<td>95% YTD</td>
</tr>
<tr>
<td>Frequency</td>
<td>90%*</td>
<td>84% Fall 2017</td>
</tr>
<tr>
<td>Span</td>
<td>98%*</td>
<td>97% Fall 2017</td>
</tr>
<tr>
<td>Base Coverage</td>
<td>none (75% minimum)</td>
<td>79% Fall 2017</td>
</tr>
<tr>
<td>Frequent Service in Dense Areas Coverage</td>
<td>70%*</td>
<td>59% Fall 2017</td>
</tr>
<tr>
<td>Low-income Households Coverage</td>
<td>85%</td>
<td>86% Fall 2017</td>
</tr>
</tbody>
</table>

*Updated target from Service Delivery Policy based on improved methodology*
# Data Update: Route level analysis, by Standard

<table>
<thead>
<tr>
<th></th>
<th>Key Bus Routes/Silver Line (18 Total)</th>
<th>Other Routes (141 Total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reliability</td>
<td>15 below target</td>
<td>130 below target</td>
</tr>
<tr>
<td>Frequency</td>
<td>4 below target</td>
<td>68 below target</td>
</tr>
<tr>
<td>Span of Service</td>
<td>2 below target</td>
<td>55 below target</td>
</tr>
<tr>
<td>Comfort</td>
<td>13 below target</td>
<td>45 below target</td>
</tr>
</tbody>
</table>
Data Update: Analysis & Measurement of each Standard

Standards based on operated service
Analysis to identify key causes of performance below standards

<table>
<thead>
<tr>
<th>Standard</th>
<th>Analysis in Better Bus Project</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reliability</td>
<td>Run times, segment level travel times</td>
</tr>
<tr>
<td>Service Operated</td>
<td>Dropped trip taskforce, FMLA usage analysis</td>
</tr>
<tr>
<td>Comfort</td>
<td>Causes of crowding analysis, segment level crowding analysis</td>
</tr>
</tbody>
</table>

Standards based on schedules
For Coverage, Span, and Frequency proposed service changes will be evaluated for their impact on the standards.
## Outreach Update: Regional Meeting Public Feedback

- **Frequency v. Transfer** – Frequent service
- **Directness & Speed** – Faster, more direct service
- **Stop Spacing & Speed** – Fewer stops, greater distance
- **Use of Resources** – Fix operational issues

<table>
<thead>
<tr>
<th>Use of Resources</th>
<th>Magnitude of Changes*</th>
<th>Improve v. Expand</th>
<th>Route Deviations</th>
<th>Stop Spacing &amp; Speed</th>
<th>Frequency v. Transfers</th>
<th>Directness &amp; Speed*</th>
<th>Frequency v. Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Meeting</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May 23: Dudley Square*</td>
<td>15 3 4 13 10 6</td>
<td>1 16</td>
<td>15</td>
<td>2</td>
<td>10</td>
<td>5</td>
<td>13</td>
</tr>
<tr>
<td>May 30: Harvard Square</td>
<td>24 17 26 12 30 9</td>
<td>15 24</td>
<td>31 8</td>
<td>36 2</td>
<td>33 7</td>
<td>18</td>
<td>21</td>
</tr>
<tr>
<td>May 31: Forest Hills</td>
<td>21 4 8 9 8 6</td>
<td>6 9 5</td>
<td>9 5</td>
<td>8 5</td>
<td>3</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>June 4: North Quincy</td>
<td>9 0 6 4 5 4</td>
<td>5 4</td>
<td>7 3</td>
<td>10</td>
<td>0</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>June 6: Lynn</td>
<td>8 6 10 5 13 2</td>
<td>11 3</td>
<td>8 4</td>
<td>10 4</td>
<td>9 5</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>June 7: Somerville</td>
<td>8 13 4 17 10 14</td>
<td>9 13</td>
<td>17 4</td>
<td>15</td>
<td>5</td>
<td>16</td>
<td>3</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>85</strong></td>
<td><strong>43</strong></td>
<td><strong>58</strong></td>
<td><strong>60</strong></td>
<td><strong>76</strong></td>
<td><strong>43</strong></td>
<td><strong>47</strong></td>
</tr>
</tbody>
</table>

* Questions were phrased differently at Dudley Square meeting
The Better Bus Project - Next Steps

• Identifying Priorities and Trade Off Discussions
  • July 2018

• Initial Tier Development and Discussion
  • September 2018

• Title VI Analysis, based on Priorities and Tier Development
  • Fall 2018

• Municipal Meetings to Identify Bus Optimization Opportunities
  • Fall 2018/Winter 2019

• Public Outreach and Feedback -- Tier Recommendations
  • Winter 2019

• Tier Development Discussions and Board Vote
  • Winter/Spring 2019

• Implementation of The Better Bus Project Recommendations, based on rating/pick schedule timeline
  • 2019 Summer/Fall Rating/Schedules