Better Bus Project Process Map: Update

Continuous Change

Phase 1
- Early Morning Pilot
- Late Night Pilot
- SL3 Service Expansion
- Dedicated Bus Lanes
- Transit Signal Prioritization
- Signal Optimization
- Addition Resources
- Dropped Trip Task Force
- Quarterly Goals

Analysis

Phase 2
- 1st Round Public/ Stakeholder/Operator Outreach
- Review existing service
- Jan 28: Release State of the System Report
- Jan 28: Release Market Analysis

Proposed Near-term Changes

Phase 3
- Ongoing: Municipal and State Officials Outreach
- Jan 28: Release near-term service proposals
- Jan 28 to Mar 13: 2nd Round Public/ Stakeholder Outreach
- Apr: FMCB Vote: Go/No-Go
- Early-May: Build new schedules & routes
- Fall: Begin implementation

Multi-year Investment Strategy

Phase 4
- Jan 28: Release Route Profiles
- Feb 25: Discuss Multi-year Investment Strategies for FY20
- Mar: Finalize FY20 resource request
- Apr: Selection of FY20 investment level by the FMCB Board

Future Network Redesign

Phase 5
- Nov: RFP posted
  - Mar: Consultant award (on track)
Executive Summary

- Completed 6 weeks of public engagement for near-term proposals:
  - >2,500 in-person interactions across ~75 meetings / briefings
  - >3,500 discrete comments for 47 near-term proposals

- Draft Equity analysis completed as of 3/20 and internal review with System-wide Accessibility

- Team is now reviewing all feedback and developing final recommendation on which proposals to be implemented based on feedback

- Proposals will then be finalized and sequenced for implementation based on downstream dependencies

- Goal of today is to review preliminary feedback with Board in anticipation of early April vote (pending finalized Equity analysis)
Outreach since January 28

Between Open Houses, Street Teams and MBTA Community Meetings, staff had over **2,500** in-person interactions.

<table>
<thead>
<tr>
<th>Type of Event</th>
<th>Number of Meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Meetings</td>
<td>8</td>
</tr>
<tr>
<td>Open Houses (at stations)</td>
<td>7</td>
</tr>
<tr>
<td>Street Teams (at stations)</td>
<td>6</td>
</tr>
<tr>
<td>Briefings</td>
<td>50+</td>
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</table>

### Online Feedback

<table>
<thead>
<tr>
<th>Type of Feedback</th>
<th>Number of Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Feedback Form</td>
<td>2,854</td>
</tr>
<tr>
<td>Emails/Letters</td>
<td>284</td>
</tr>
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In addition to accepting general comments, the MBTA asked stakeholders to complete forms both online or in-person about the 47 proposals.

Individuals were asked to rate their level of support for each proposal on a 5 point scale – from “strongly support” (5) to “strongly oppose” (1).

Results: ~30 proposals were rated neutral or higher.
Over 3,500 discrete comments / ratings on proposals

Average score per proposal

Note: As of 3/13, based on ratings from online survey and in-person worksheets
Staff screening all open-ended comments for all 47 route proposals to understand feedback and form a recommendation, using following principles:

- Net positive feedback (average score as well as distribution)
- Ridership representation (ratio of commenters to route riders)
- Safety considerations
- Accessibility considerations
- Loss of direct service
- Equity and populations affected

Each proposal evaluated along multiple criteria – feedback rating not taken alone without other considerations
Example Feedback from Public Engagement

- Maintain busway access as much as possible
- Ensure accessibility is not lost, but either met or improved
- In favor of additional connectivity or longer service, but not always at trade-off of less frequency
- Changes to be considered in awareness of key construction projects, school closures, housing developments
### Preliminary Analysis – Deeper Analysis Underway

<table>
<thead>
<tr>
<th>Phase 1</th>
<th>Phase 2</th>
<th>Phase 3</th>
<th>Phase 4</th>
<th>Phase 5</th>
</tr>
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<tbody>
<tr>
<td>Continuous Change</td>
<td>Analysis</td>
<td>Proposed Near-term Changes</td>
<td>Multi-year Investment Strategy</td>
<td>Future Network Redesign</td>
</tr>
</tbody>
</table>

#### Likely to move forward (20)
- 5/16
- 36*
- 52*
- 92
- 120
- 222
- 428
- 9*
- 37
- 64
- 106
- 134
- 225
- 424
- 34/34E
- 44
- 70/70A
- 111
- 201/202
- 350

#### Under deeper review by team (16)
- CT1/1
- 4
- 60
- 89
- 95
- 220
- 435
- 455/459
- SL2
- 59
- 72/74/75
- 90
- 131/136/137
- 411
- 441/442/448/449
- 501/502/503/504

#### Requires further analysis, not likely in CY19 (10)
- 8
- 19
- 47
- 93
- 238
- 430

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**Note:** 2 proposals for route 64; Final proposals may be revised based on customer and community feedback

**Final analysis targeted to be completed by April 8th**
Implementation Criteria and Next Steps

**Sort:** Finalize which proposals recommended for implementation incl. any route revisions

**Sequence:** Finalize dependencies for implementation and sequence implementation

**Implement:** Starting Fall 2019 (proposals w/ significant 3rd party dependencies may take longer)

- Finalize recommendations
- Finalize equity analysis based on final package
- Confirm any RIDE impact (ADA Premium)
- New bus stops & turnarounds
- Accessible stops and path of travel
- Municipal & 3rd party engagement
- Schedule service changes
- Communicate changes to riders
- Conduct Fall Pick
## Key Next Steps

<table>
<thead>
<tr>
<th>Date</th>
<th>Meeting/Deliverable Release</th>
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<tbody>
<tr>
<td><strong>✓ Dec 10</strong></td>
<td><strong>FMCB Presentation</strong> – Part 1 Work Plan Review, Overview of State of System and Market Analysis</td>
</tr>
<tr>
<td><strong>✓ Jan 14</strong></td>
<td><strong>FMCB Presentation</strong> – Part 2 Overview of Near-term Change Proposals</td>
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</table>
| **✓ Jan 28 to Mar 13** | - Kick off Round 2 of public engagement  
|                  | - Release Market Analysis                                                             |
|                  | - Release State of the Bus System Report                                               |
|                  | - Release Near-term Change Proposals                                                  |
|                  | - Release Route Profiles                                                               |
| **✓ Feb 25**    | **FMCB Presentation** – Part 3 Discuss Multi-year Investment Strategies for FY20          |
| **✓ March**     | **Action:** FMCB Propose FY20 Budget                                                    |
| **April**       | **Action:** FMCB Vote on Package for Near-Term change proposals                         |
| **May**         | **FMCB Presentation** – Draft FY20-24 CIP                                              |
| **June**        | **Action:** MassDOT Board vote on FY20-24 CIP                                          |

All proposals available online on at: [mbta.com/betterbus](http://mbta.com/betterbus)