

Better Bus Project



Making transit
better together

www.mbta.com/betterbus



About the Better Bus Project

Goal:

Understand the gap between today's bus service and the standards set by the January 2017 Service Delivery Policy.

Make recommendations to close the service gap that incorporates public engagement and municipal partnerships.

EVALUATE

Evaluate the bus network against the January 2017 Service Delivery Policy.

IDENTIFY

Identify changes to each route to better serve our bus customers.

OUTREACH

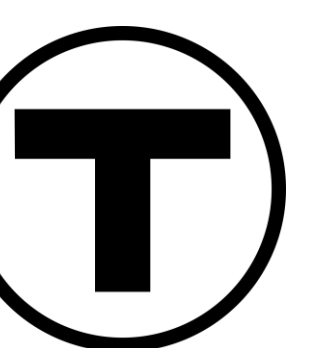
Outreach to communities, riders, and municipalities to identify their needs and concerns.

DEVELOP

Develop plans and recommendations.

IMPLEMENT

Begin to implement capital improvements in 2018 and service recommendations in 2019.



Service Delivery Policy Objectives and Standards

	Key Bus Routes/Silver Line (18 Total)	Other Routes (141 Total)
Reliability	15 below target	130 below target
Frequency	4 below target	68 below target
Span of Service	2 below target	55 below target
Comfort	13 below target	45 below target

"More than a third of all MBTA trips are taken on buses. But an aging bus fleet, insufficient maintenance facilities, congested roads, and other problems – some of them beyond the MBTA's control – means that these 446,700 daily riders, many of them of lower income and dependent upon bus service, frequently do not receive the service that they deserve or that would meet the MBTA's own standards."

Focus40 State of the System Report, Bus.

Improving Bus Service with Municipal Partnerships

What the MBTA can help with:

Buses, bus stop placement guidelines and management, bus schedules, fare payment structure

What municipalities can help with:

Streets, signals, parking, curb management, sidewalk space, intersections, enforcement



What Are Your Transit Priorities?

USE OF RESOURCES

Fix operational issues (reliability, missed trips, etc.)

VS.

Provide more service

MAGNITUDE OF CHANGES

Improve existing routes, but preserve existing route structure

VS.

Make major changes to routes and schedules

IMPROVE VS. EXPAND

Provide more service on existing routes

VS.

Expand to new areas

ROUTE DEVIATIONS

Have some trips deviate off-route to serve special low volume destinations

VS.

Keep trips on main route and have riders walk to low volume destinations

What Are Your Transit Priorities?

STOP SPACING AND SPEED

Provide faster service with fewer stops but with longer walks to stops

VS.

Provide slower service with many stops but shorter walks to stops

FREQUENCY VS. TRANSFERS

Provide frequent service that may require a transfer

VS.

Provide less frequent service that provides a one-seat ride

DIRECTNESS AND SPEED

Provide faster, more direct service but with longer walks to routes

VS.

Provide slower, less direct service but with shorter walks to routes

FREQUENCY VS. HOURS

Provide more frequent service for shorter hours

VS.

Provide less frequent service for longer hours

Changes and Benefits

POTENTIAL CHANGES

Service Changes

Hours and frequency of service

Operational Changes

Dispatching buses and improved MBTA procedures

Capital Investments

Additional buses and supporting infrastructure

Partnerships with Municipalities

Implement street changes that improve service

CAN
PROVIDE

POTENTIAL BENEFITS

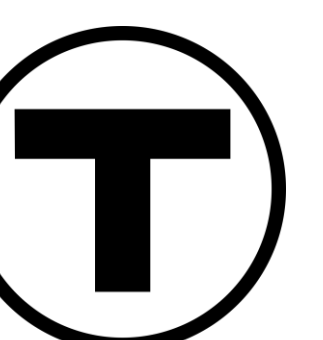
Buses Will Show Up on Schedule

People Get to Work Faster

Less Crowded on Buses

Easy to Understand Routes

Resources Are Spent More Efficiently



Equity and Title VI

48%

of MBTA bus passengers
self-identified as having
minority status

42%

of MBTA bus passengers
were identified as low-
income individuals

What is Title VI?

Title VI of the Civil Rights Act of 1964 is a Federal law that protects people from discrimination based on race, color, or national origin, in programs and services that receive federal financial assistance.

The MBTA Follows Title VI By:

- Providing notice of Nondiscrimination
- Responding to Civil Rights Complaints
- Providing Translation Assistance
- Ensuring Inclusive Public Participation
- Studying Service and Fare Changes to Avoid Risk of Bias
- Reporting on MBTA Title VI Activities

Equity Analysis: Major Service Change

Bus Network Service Change



+/- 10% of Total
Network Service Hours

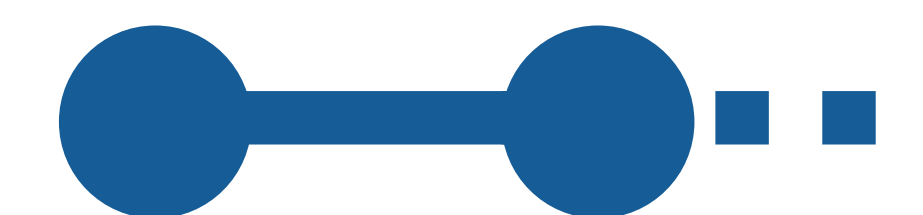
EXAMPLE: Extended late night service on all routes

Route Service Change



+/- 25% of
Service Hours

OR



+/- 3 miles or
25% Service Miles

EXAMPLE: Extended route five miles

Why Does the MBTA Do This?

To identify the risk of:

- Disproportionate Burdens
- Disparate Impacts

How Does the MBTA Do This?

1. Propose Changes
2. Inform Board
3. Develop Service Options
4. Analyze Changes
5. Conduct Outreach
6. Develop Final Recommendations

Your Feedback Matters

These are your neighborhoods, your buses, your transit.
And we need your input to make them better.

How you can provide comments:

- **Brainstorm:** Think about what is and isn't working on the bus routes you take
- **Feedback Form:** Complete a feedback form at the meeting
- **Participate:** Participate in the interactive activities tonight and let us know what your priorities are
- **Make a Suggestion:** Suggest organizations or community groups that we should meet with
- **Talk to Us:** Talk to a member of the project team now or provide comments after the presentation

How your feedback will be used:

- You'll help us identify potential improvements to your bus service
- Your input will help inform our decisions for making continuous improvements
- Your feedback will help inform MBTA leadership on how to best allocate resources



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Please print clearly

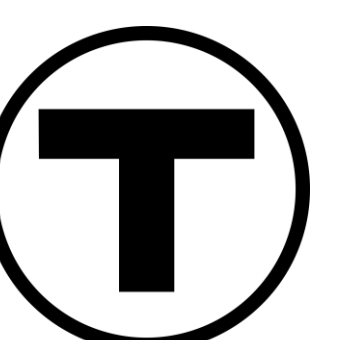
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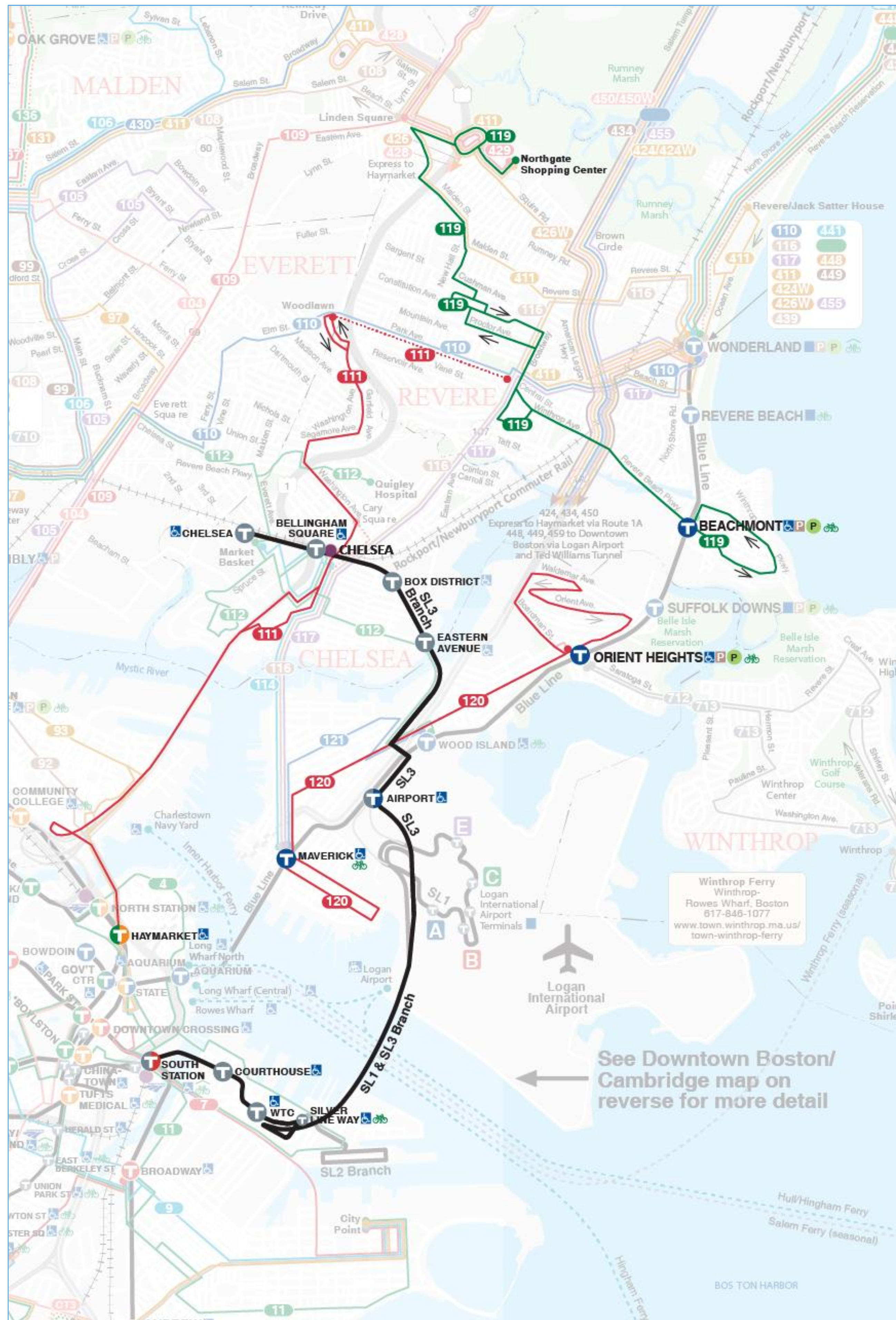
Please share which MBTA routes you take regularly (at least monthly):

In your opinion, what is the single most important thing that the MBTA could do to improve bus service?

Please return, provide feedback at <https://www.betterbusproject.com> or mail to: Better Bus Project, c/o Region VII Associates, 51 Franklin Street, Suite 400, Boston, MA 02110



Recent Local Bus Improvements



SL3

- **New route** started service on April 21, 2018
- **New schedules** to reflect actual run times effective June 2018 and September 2018
- Weekday ridership totaled **4,916 passengers** on average in spring

ROUTE 111

- **New schedule** to reflect actual run times effective September 2018
- Added **5 new operators** to reflect actual run times
- **Hiring operators** to fill current vacancies and reduce dropped trips
- Simplified inbound route to reduce trips times by **3 - 5 minutes**

ROUTE 119

- Published **new schedule** effective April 2018 to improve reliability
- **Added off-peak service** to The Shops at Suffolk Downs in June 2018
- Consolidated stops along Revere Beach Pkwy to **improve speeds**

ROUTE 120

- Published a **new schedule** effective April 2018 to reflect actual run times
- Relocated stops to **improve safety** and **improve speeds**
- Worked with multiple municipalities to **improve pedestrian crosswalks and bus stops**

