

# About the Better Bus Project

## Why it matters:

The Better Bus Project is our effort to address the gaps and weaknesses in existing bus service. Too many of our bus routes fail and do not live up to our own standards. We want to improve your experience.

## So we started by listening to you:

We asked about how you'd like to see bus service improved. We heard from more than 3,000 people. What we heard was:

- You want more frequent and more reliable bus service.
- You want more routes that run frequent service all day, not just during peak hours.
- You'd rather have a few, reliable options for your trip than many, less reliable options.



# Proposed Route Changes

We have 47 proposals to update and modernize existing routes. Taken together, they're laying the foundation for a bus network with more frequent, reliable service that provides better connectivity in Greater Boston.



Proposals to help buses come **on time and more often on routes**

1	4	5	8
9	16	18	36
37	44	47	52
59	64	70	70A
72	74	75	89
90	92	93	106
111	120	131	134
136	137	201	202
215	220	222	238
411	424	428	430
435	441	442	448
449	455	459	501
502	503	504	CT1
SL2			



Proposals to provide **better connections on routes**

19	26	27	34
34E	60	64	65
95	225	350	

# Principles for Change

## Keep Proposals Cost Neutral

Consider route changes that improve bus service, without requiring additional resources to implement the proposal.

## Combine Similar Services

Combine routes that serve the same areas in slightly different ways to create a more reliable and frequent service that's easier for our customers to use.

## Minimize Route Variations

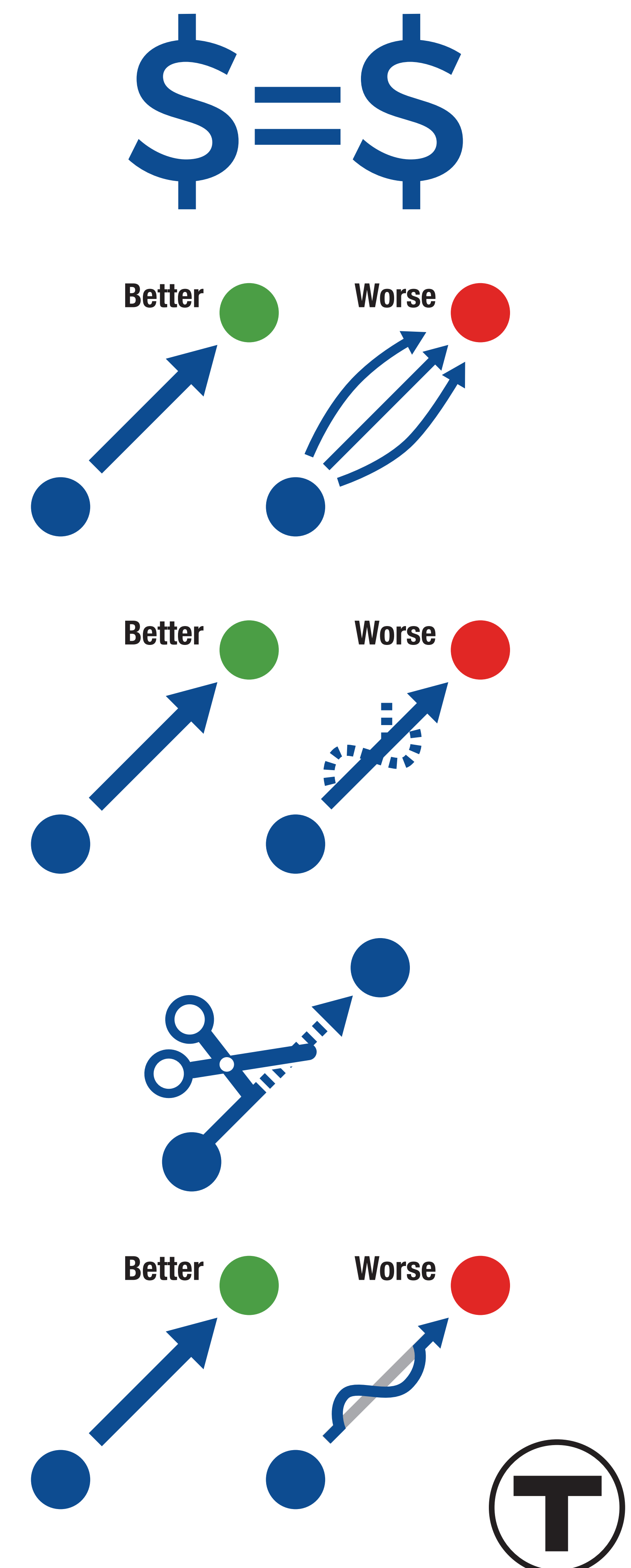
Reduce route variations that create customer confusion, serve few people, and do not impact vulnerable populations who do not have other alternatives. This creates faster and more reliable service for customers that's easier to understand.

## Shorten Unproductive Sections

Many routes are very long with sections that have little to no ridership, or have other service options. By shortening routes, we provide customers on the remaining service with increased frequency and reliability.

## Straighten Routes

The less a bus needs to turn or deviate from a straight path, the faster it will travel. This makes bus routes easier to understand while also provide faster and more reliable service for our customers.



# Next Steps

## Proposed Route Changes

- We will take all of your feedback on these proposals to our Board and tell them if these proposals were not bold enough, if we went too far, or if we missed something entirely.
- Our Board will then decide if we move forward on a package of proposals that were revised with your feedback.
- If the board approves, you will start to see these improvements go into effect as early as fall 2019.

## Multi-year Investment Strategy

- This spring, we are engaging our Board in a conversation about additional funding to improve the system.
- Our bus system runs at full capacity during rush-hour.
- Currently, there are no extra bus drivers, so we can't currently add service without cutting it somewhere else.
- With additional resources, we've heard from riders that they want it spent on increasing frequency and reliability on existing bus routes--not to make changes to the routes themselves.

## Bus Network Redesign

- We've also started the process of looking at redesigning the entire bus network.
- The Bus Network Redesign will build on this work to analyze potential changes to the new bus network—building a network that better serves existing riders and one that attracts new riders, too.



# 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



# 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

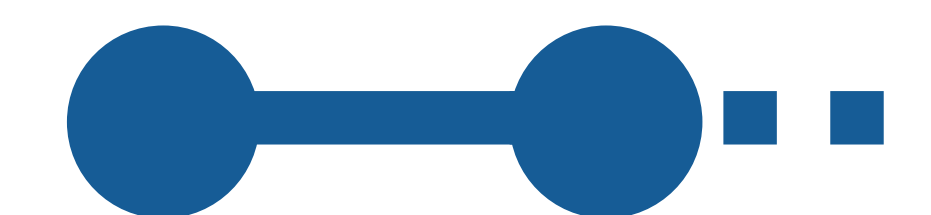
EXAMPLE: Extended late night service on all routes

## 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