



Better **Bus** Project

Making transit
better together



About the MBTA Bus Service Network

- More than a third of all MBTA trips are taken on buses.
- The MBTA's bus network consists of 180 routes.
- Over 400,000 trips are taken on MBTA buses in a single weekday.
- Serving 50 communities, the bus network provides critical connections where our rail system does not go.

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 service recommendations in 2019.

Service Delivery Policy

Adopted in January 2017

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

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

2018 BBP Round 1 Outreach: What We Learned

Who we spoke to:	What we heard:
Public	<ul style="list-style-type: none">• More reliable service• More frequent service
Bus Drivers	<ul style="list-style-type: none">• Schedules that can be met• Better spacing of stops
Consultant Review	<ul style="list-style-type: none">• Service is too complex• Not enough routes with good levels of frequency• Service is slow and getting slower• Service is unreliable• Many buses are overcrowded• Many routes start too late• Many routes end too early• Many routes operate too infrequently

Better Bus Project Components

Continuous Change

Analysis

Proposed Near-term
Changes

Multi-year
Investment Strategy

Future Network
Redesign

Continuous Change

- Quarterly Service Changes
- Early Morning Pilot
- Late Night Pilot
- SL3 Service Expansion
- Municipal Partnerships for Bus Transit Priority Improvements
- Additional Operators



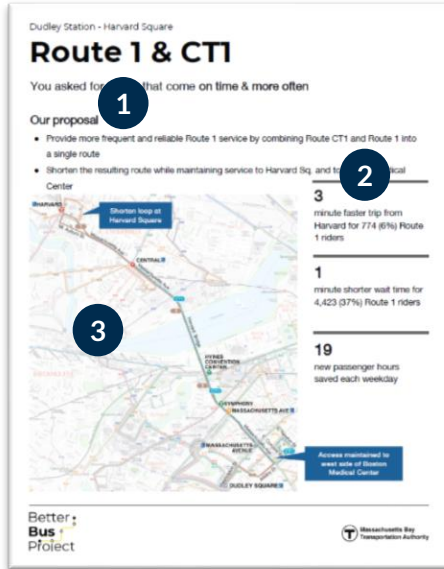
Analysis

- **Round 1 Public Engagement:** Summer 2018
- **State of the System:** review of the MBTA's existing bus service and operating characteristics
- **Market Analysis:** evaluation of underlying transit demand in the MBTA service area

Proposed Near-term Changes: Total Impact

- 47 proposals that affect 63 of our 180 routes across ~35 communities
- 2,000 passenger hours saved each weekday, or 509,000 weekday hours a year
- 8,000 new bus rides every weekday, or over 2 million new rides a year
- At least 30,000-45,000 weekday bus riders positively affected by these proposals
 - 14,000 weekday bus riders will have a **faster trip**
 - 32,500 weekday bus riders will have a **shorter wait time**
- A small subset of riders will be inconvenienced by these proposals
 - 786 weekday bus riders (less than 0.2%) will be further than ½ mile from bus or other MBTA transit service
 - 3,000 weekday bus riders (less than 1%) who didn't have to transfer before will now have to transfer
- All are available online at mbta.com/betterbus

Example Proposal: How we are communicating proposals

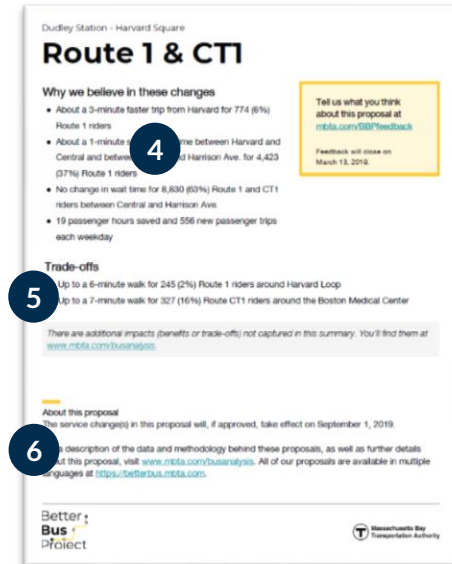


FRONT PAGE:

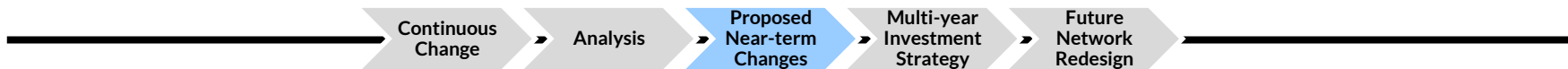
- 1 Description of proposed change
- 2 Aggregated customer impact
- 3 Visualization of proposed change

BACK PAGE:

- 4 Why we believe in these changes and who is impacted
- 5 Trade-offs
- 6 Where to get more information, access to translated versions, and provide feedback online

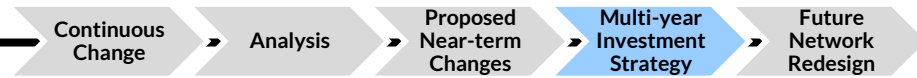


All proposals are available online at:
mbta.com/betterbus



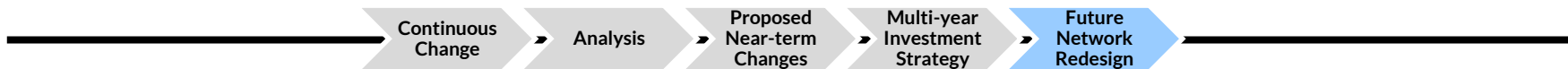
Next Steps – Near-term Proposed Route Changes

- 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.



Next Steps – Multi-year Investment Strategy

- This spring, we are engaging our Board in a conversation about additional resources to improve the system.
- Currently, our bus system runs at full capacity during rush-hour and we can't add service without cutting it somewhere else.



Next Steps – Future 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.

Thank you for attending today

Better
Bus
Project

A yellow line with circular nodes connects the words 'Better', 'Bus', and 'Project'. The line starts at a solid black dot on the 'P' of 'Project', moves right to an open circle, then up to another open circle, then right to a third open circle, and finally up to a checkmark inside a circle on the 'r' of 'Better'.

This presentation will restart momentarily