



Massachusetts Bay Transportation Authority

Better Bus Project - Update

June 25, 2018



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

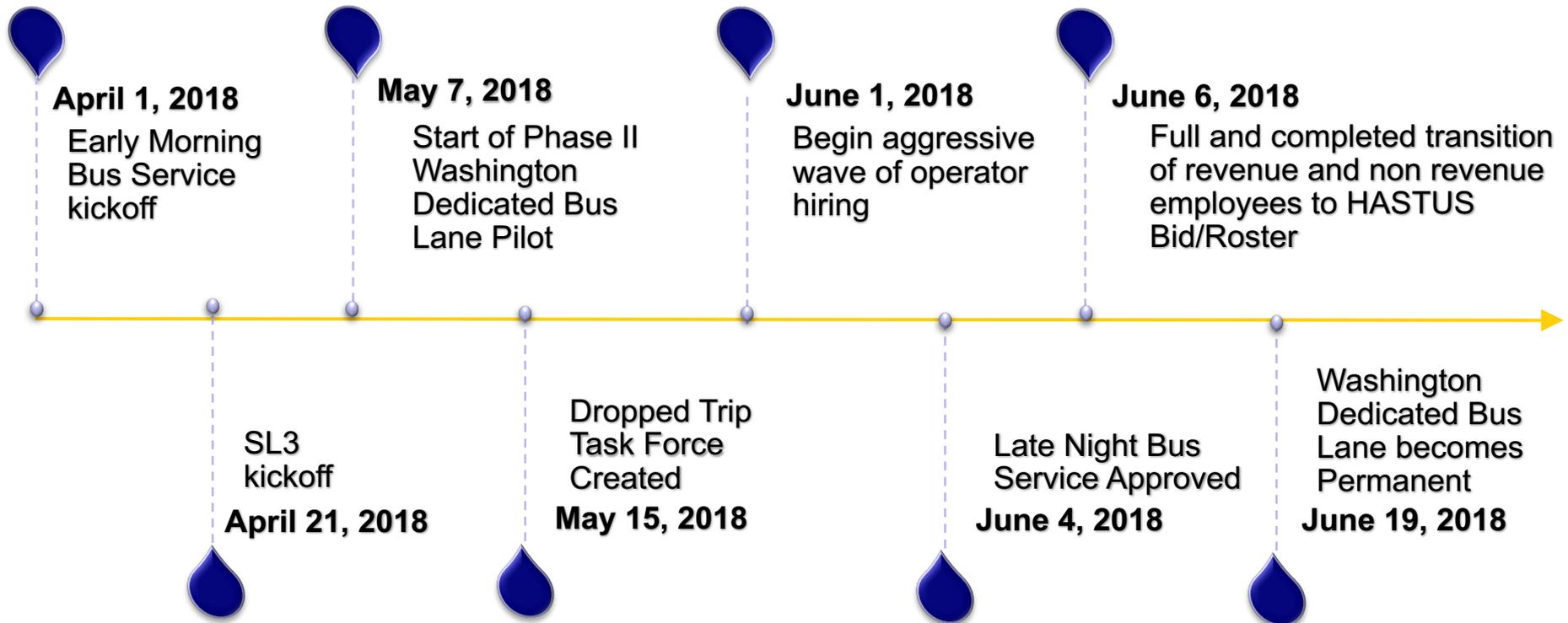
Passengers should have confidence that service will operate during expected hours

Coverage

The geographic area where service is provided



Improving the Bus Network – The last 90 days





General Update on The Better Bus Project

<p><u>Data</u></p> <ul style="list-style-type: none">• 75% Route Profiles completed• 80% State of the System completed• Market Analysis completed	<p><u>Tools and Resources</u></p> <ul style="list-style-type: none">• 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
<p><u>Partnerships</u></p> <ul style="list-style-type: none">• 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	<p><u>Outreach</u></p> <ul style="list-style-type: none">• 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

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

*Updated target from Service Delivery Policy based on improved methodology



Data Update: Route level analysis, by Standard

	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



Data Update: Analysis & Measurement of each Standard

Standards based on operated service

Analysis to identify key causes of performance below standards

Standard	Analysis in Better Bus Project
Reliability	Run times, segment level travel times
Service Operated	Dropped trip taskforce, FMLA usage analysis
Comfort	Causes of crowding analysis, segment level crowding analysis

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

Meeting	Use of Resources		Magnitude of Changes*		Improve v. Expand		Route Deviations		Stop Spacing & Speed		Frequency v. Transfers		Directness & Speed*		Frequency v. Hours	
	Fix operational issues (reliability, missed trips, etc.)	Provide more service	Improve existing routes, but preserve existing route structure	Make major changes to routes and schedules	Provide more service on existing routes	Expand to new areas	Have some trips deviate off-route to serve special low volume destinations	Keep trips on main route and have riders walk to low volume destinations	Provide faster service with fewer stops but with longer walks to stops	Provide slower service with many stops but shorter walks to stops	Provide frequent service that may require a transfer	Provide less frequent service that provides a one-seat ride	Provide faster, more direct service but with longer walks to routes	Provide slower, less direct service but with shorter walks to routes	Provide more frequent service for shorter hours	Provide less frequent service for longer hours
May 23: Dudley Square*	15	3	4	13	10	6	1	16	15	2	10	5	13	4	12	2
May 30: Harvard Square	24	17	26	12	30	9	15	24	31	8	36	2	33	7	18	21
May 31: Forest Hills	21	4	8	9	8	8	6	6	9	5	9	5	8	5	3	12
June 4: North Quincy	9	0	6	4	5	4	5	4	7	3	10	0	9	0	4	6
June 6: Lynn	8	6	10	5	13	2	11	3	8	4	10	4	9	5	11	4
June 7: Somerville	8	13	4	17	10	14	9	13	17	4	15	5	16	3	14	3
TOTAL	85	43	58	60	76	43	47	66	87	26	90	21	88	24	62	48

* 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