

VfM: MBTA Service Delivery and Route Performance Indicators

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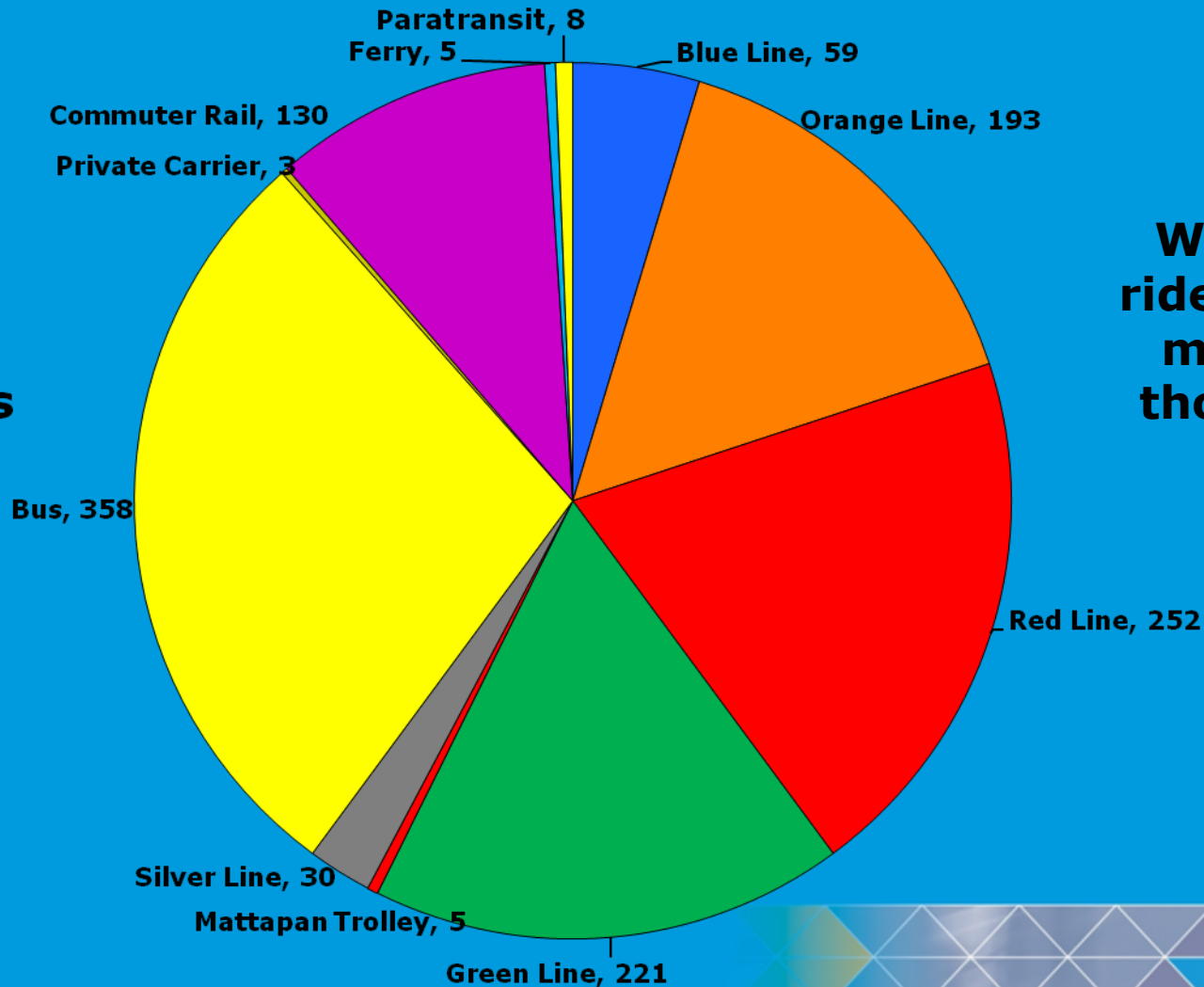


2012 ANNUAL MEETING



MBTA: Eight Service Modes

**1.3 m
average
weekday
customers**



**Weekday
ridership by
mode, in
thousands**

MBTA: Innovation



- Real Time Bus Data
"Where is my bus?"
- Subway Countdown Clocks
Train arrival predictions
- Commuter rail smart phone ticketing pilot
Purchase anywhere, reduce on-board cash transactions

Fare and Service Changes: 2012

- MBTA faced \$161m operating deficit for fiscal 2013
- Proposed two fare increase and service reduction scenarios
- Support from state DOT allowed implementation of smaller fare increase and only minor service eliminations



Service Reduction Alternatives Approach



- Highest net cost per passenger trip by mode
Bus, ferry, commuter rail, light rail
- Net cost per passenger for bus = total operating cost less fares collected, divided by route ridership. Total cost = revenue hours + route and deadhead miles
- Itemized estimate of operating cost savings for each service

Basis for Reduction Choices: Bus

- Net cost per passenger
- Ridership impact
- Availability of alternate service



Communication

- Scenarios posted on website
- 31 public meetings = 6,000 attendees
- 5,800 e-mail comments
- Developed final scenario, with financial support from state DOT



Final Plan

Worst Case	Actual
43% fare increase	23% average
Cut 100 of 170 weekday bus routes	4 weekday bus routes
Cut all commuter rail weekend service	Cut 3 of 11 lines
\$12 premium paratransit fare	\$5 premium trip \$4 regular fare
17% of ridership 64 m trips	5.5% of ridership 21 m trips

MBTA Bus Route Performance Indicators: mbta.com

Route		Cost Info		Service Delivery Policy Standards					Ridership Info		
RT #	ROUTE DESCRIPTION	NET COST PER PAX	NET COST PER PAX RANK 1 = HIGHEST, 173 = LOWEST	SPAN	FREQ	LOAD	OTP	COST	RIDERSHIP RANK 1 = HIGHEST, 173 = LOWEST	DAILY RIDERSHIP	AVG PAX PER TRIP
4	North Station - World Trade Center	\$ 4.38	21	Fail	Pass	Pass	70%	Fail	142	459	11
52	Dedham Mall - Watertown Yard	\$ 4.97	15	Pass	Fail	Pass	55%	Fail	128	747	18
170	Oak Park - Dudley Station (Limited Service)	\$ 5.56	11	Fail	Fail	Pass	48%	Fail	166	87	22

Moving Forward

- Changes implemented July 1, 2012
- July + August impact = - 0.2%
- Ongoing review of ridership patterns
- Discussion of statewide transportation needs, all modes
- Identify
 - Key major projects
 - State of good repair needs

