Fall 2023 Report
Service Delivery Policy

Report prepared by The Office of Performance
Management and Innovation in Autumn 2024

OPMI

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Introduction

The MBTA's Service Delivery Policy (SDP) defines how the MBTA evaluates the quality

of its transit service relative to the needs of the Massachusetts Bay region. The SDP states the agency's service objectives, which articulate the MBTA's vision for a high-quality transit system. The purpose of this report is to share the results of the SDP evaluation with the public and increase accountability and transparency.

Each service objective has one or more standards, or metrics, that provide a framework for measuring how well the MBTA meets its vision. The table below shows the SDP service objectives as defined and ordered in the SDP and evaluated in this report, along with their respective standards.

This report evaluates MBTA service during the Fall 2023 season, which spanned August 28, 2023 to December 16, 2023. The Fall season has traditionally been selected for evaluation because this is the time of year when ridership is generally consistent and schools are in session.

Service Objective	SDP Standard
Service Availability	Span of Service
	Frequency of Service
	Coverage
Accessibility	Station Accessibility
	Ferry Dock Accessibility
	Elevator Uptime
	Platform Accessibility
	Vehicle Accessibility
Reliability	System Reliability
	Service Operated
Comfort	Passenger Comfort

How to Use This Report

The main body of this report presents the performance results for each standard. Performance reporting varies by standard but, generally, the weekday mode-level results provide a high-level overview of performance and are followed by more detailed result visualizations showing weekend results as well as equity checks showing the performance of services provided to low-income riders and riders of color. Within each detailed result visualization, symbols are used to denote whether metric performance scores met the minimum or target levels of performance that are set in the SDP, as indicated in the legend below. In cases where no targets have been set (e.g. for weekend service), no symbols are used.
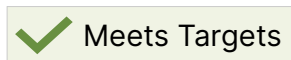
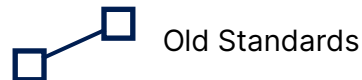| ✔ Meets Targets	⚠ Does Not Meet Target	✖ Below Minimum
Our performance meets or exceeds the target.	Our performance is below the target, but not below any minimum.	Our performance is below the minimum.

When applicable, results from earlier SDP reports are included on data tables. Where our standards or calculation methods for a given metric have changed, symbols are used to indicate where scores from earlier years are provided for context, but are not directly comparable to present performance, as indicated in the legend below.
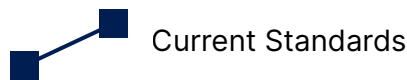
■ Current Standards	□ Old Standards
Performance score calculated using up-to-date standards.	Performance score calculated using standards that are no longer in use.

The next section of this introduction provides an overview of trends in MBTA ridership levels through the Fall 2023 season, followed by a Methodology section which describes how SDP performance standards are calculated, including descriptions of ridership weighting and the equity checks used to show the performance of services provided to low-income riders and riders of color. The main body of this report is organized by performance standard, with high-level weekday results for service modes (bus, rapid transit, Commuter Rail, and ferry) followed by more detailed tables with weekend results and equity checks where applicable. To view performance scores for specific bus route categories and rapid transit lines for selected performance standards, see Appendix A.

MBTA Service and Ridership in Fall 2023

Ridership is central to the SDP reporting process and to the MBTA more generally. Changes in rider demand influence agency decisions about how to allocate service resources, and at the same time, changes in service quality influence how many people choose to ride. Impacts from the COVID-19 pandemic continue to affect both rider demand and the MBTA's service provision, with overall ridership and overall service levels both remaining below pre-pandemic levels.

The chart below shows average weekday ridership by mode (by line for rail rapid transit) as a percentage of pre-pandemic levels during the Fall 2022 and Fall 2023 seasons. By Fall 2023, ridership had grown to around 80% of pre-pandemic levels on bus and Commuter Rail services, while ferry ridership exceeded pre-pandemic levels as new routes were opened serving Lynn and Winthrop.

Trends in MBTA rail rapid transit ridership were mixed, but all changes were most evident during rush-hour travel periods comparing to 2019. The Blue and Orange Lines saw increases in fall ridership in 2023. However, ridership on the Red and Green Lines flattened or decreased in Fall 2023 relative to Fall 2022, likely being depressed in part by the impacts of speed restrictions, with these two lines being particularly affected, as well as by the impacts of several weekslong service diversions to accommodate track and tie replacement, bridge repair, and garage demolition projects.

Weekday Ridership - Percent of Same Month in 2019
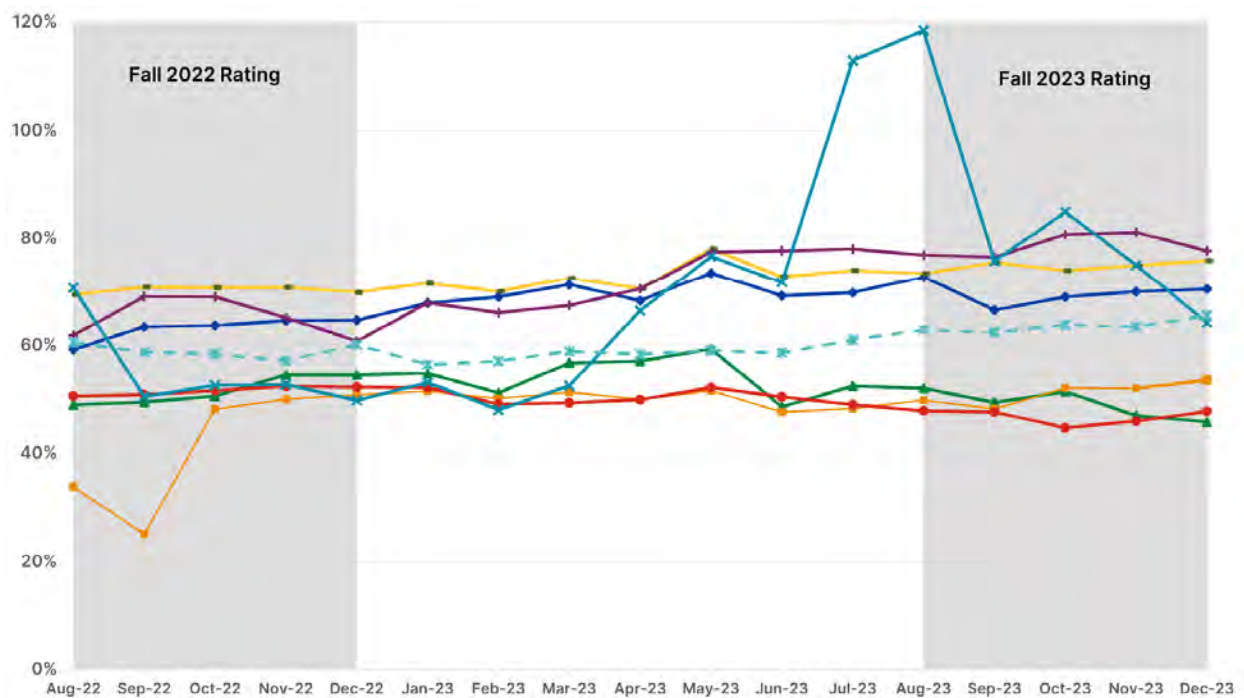
Average Weekday Validations by Time of Day - Fall Rating
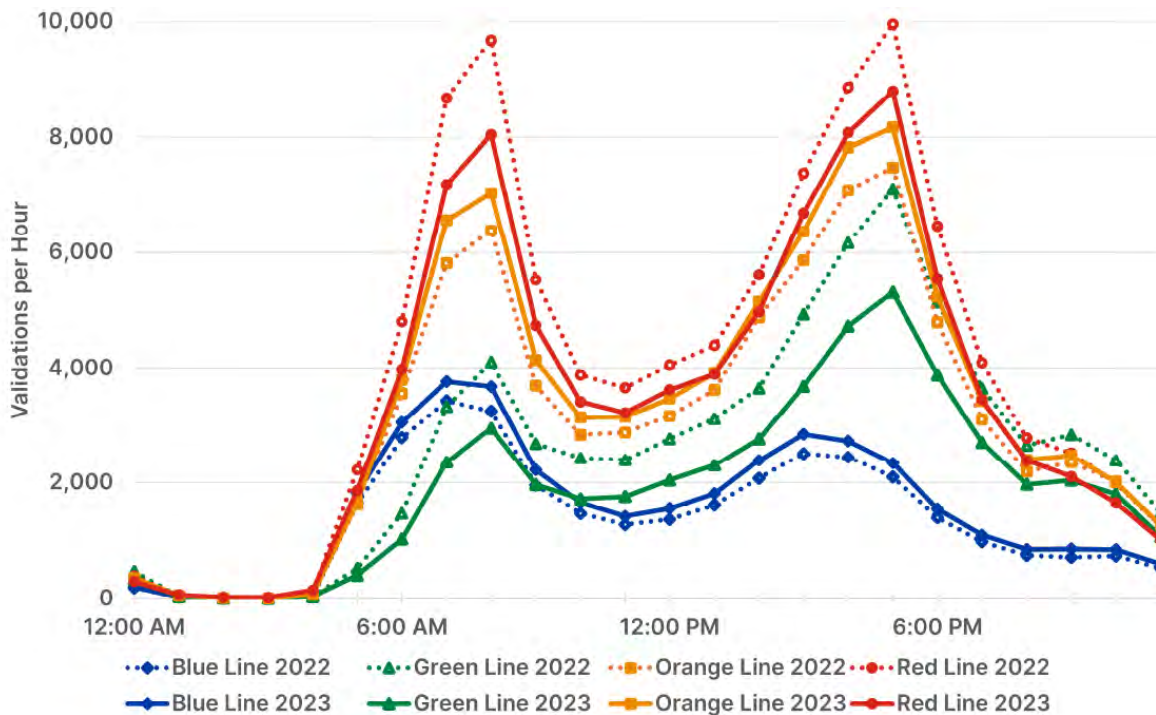
Methodology

To help represent MBTA performance in terms of how riders experience the delivery of transit services, many of the standards are weighted by average ridership. For these standards, passing or failing service at high-ridership routes or stops is counted more heavily toward the overall score than passing or failing service at lower-ridership routes or stops. In this report, ridership-weighted metrics are calculated using average ridership numbers for the Fall 2023 season that exclude major service diversions, to better reflect "typical" ridership patterns when weighting the popularity of a given route or stop[1].

One drawback of ridership weighting is that people who do not use MBTA services due to poor service performance are not counted. This means that ridership-weighted metrics tend to understate the size of a given failure when considering service quality in terms of potential riders, not just actual riders. Several performance standards in this report therefore include both unweighted and weighted results to provide additional context.

Equity checks are reported for each standard where data are available to do so. Equity checks measure performance when only considering low-income riders and riders of color. These checks are designed help identify instances where poor performance is concentrated on routes or stops predominantly serving these populations. The definitions of low-in-

[1] Note that because reliable ridership data are not available for the Mattapan High Speed Line (MHSL), the line is excluded from the Rapid Transit results for ridership-weighted standards like Span, Frequency, and Reliability, and is also excluded from the Light Rail results for the Service Operated standard.

come and riders of color are aligned with those in the [MBTA's Service and Fare Change Equity Policy](). The data used to determine income and race/ethnicity come from the [MBTA 2023 System-Wide Passenger Survey.]()

Note that due to sampling limitations, demographic data for ferry services were only available for the ferry mode as a whole rather than for individual routes, and surveys were only collected for year-round ferry routes. The equity checks for ferry services in this report therefore reflect overall ridership by low-income riders and riders of color on all year-round ferry routes rather than reflecting route-level differences in ferry demographics.
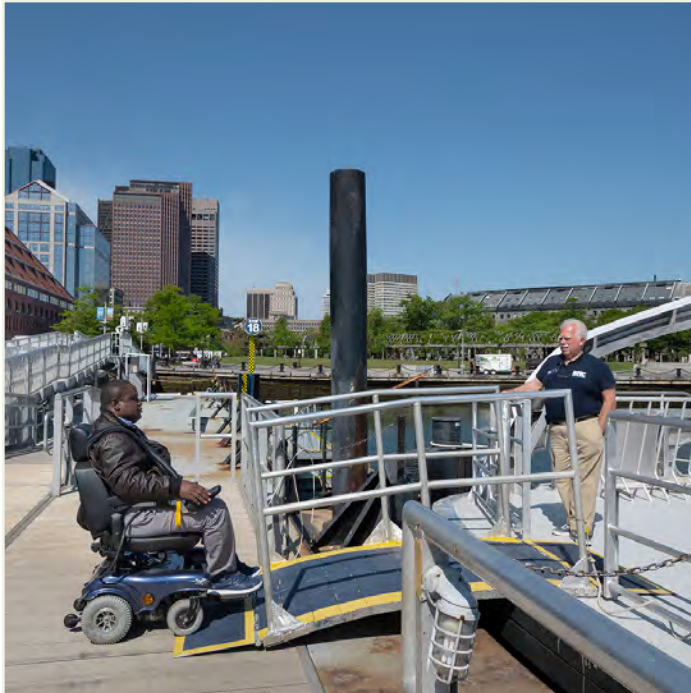
Each standard is defined in the SDP in detail. Within the SDP definitions, the Office of Performance Management and Innovation (OPMI) periodically updates measurements or calculations to better reflect real-world rider experience in the metrics. This year's evaluation contains several new and changed metrics compared to the reports covering Fall 2021 and Fall 2022. Additionally, the SDP itself is updated periodically to reflect the evolving goals and values of the agency as well as improvements in data and evaluation techniques.

At the time of publication, a new, updated SDP is being drafted. The new definitions and standards associated with that policy, which are anticipated to result in changes to the Span, Frequency, Reliability, and Platform Accessibility calculations, among others, do not apply in this report. It is anticipated that this is the final annual report which is based on the 2021 SDP.

Finally, it should be noted that not all SDP standards are designed to measure the service that is actually experienced by riders. Standards of service availability (Span, Frequency, and Coverage) are designed to evaluate scheduled service, measuring whether the MBTA's promised service levels, as represented by service schedules, achieve the MBTA's vision for a high-quality transit system. Consequently, this report uses the language of "schedules" to describe performance scores for those standards. Conversely, SDP standards that measure actually-operated service include Reliability, Service Operated, Passenger Comfort, Elevator Uptime, and Platform Accessibility.

Span of Service

Riders expect that services will be available throughout the day in order to serve all their types of trips and work/life schedules. **Span of Service measures the percent of riders on routes that were scheduled to meet or surpass their expected hours of operation.** This measure refers to the hours during which service is available relative to standards set in the Service Delivery Policy for each mode and day (see Table 3 on page 12 of the policy). Bus performance in 2023 stayed relatively flat on weekdays and improved slightly on weekends.

All Key Bus routes scheduled enough trips to meet the expected hours of operation, but almost 1 in 10 riders of Local Bus routes experienced service whose schedules started late or ended early relative to SDP expectations (Appendix A). Many of the Local Bus routes whose service failed the span test serve outer communities within the MBTA service area, while others share trunks with rapid transit routes.

Meanwhile, rapid transit span performance on weekdays and Saturdays increased to meet its 100% target thanks to scheduling changes on the E Branch of the Green Line to start the first trips of the day slightly earlier.

Span scores for ferry only evaluate year-round routes (the Hingham/Hull Ferry and Charlestown Ferry lines). Several seasonal ferry lines started service for the first time in 2022 (the East Boston Ferry) and 2023 (the Lynn Ferry and Winthrop Ferry lines) for which span standards have not yet been established in the SDP. See Appendix B of this report for the Fall 2023 service start and end times by day type for each seasonal ferry route.

Span Weekday Performance by Mode
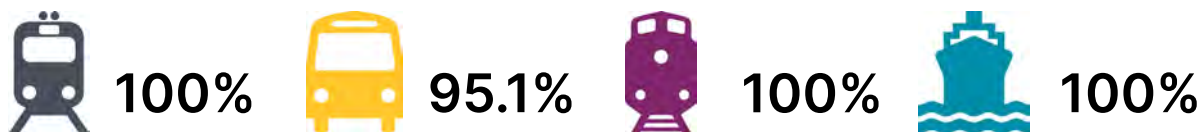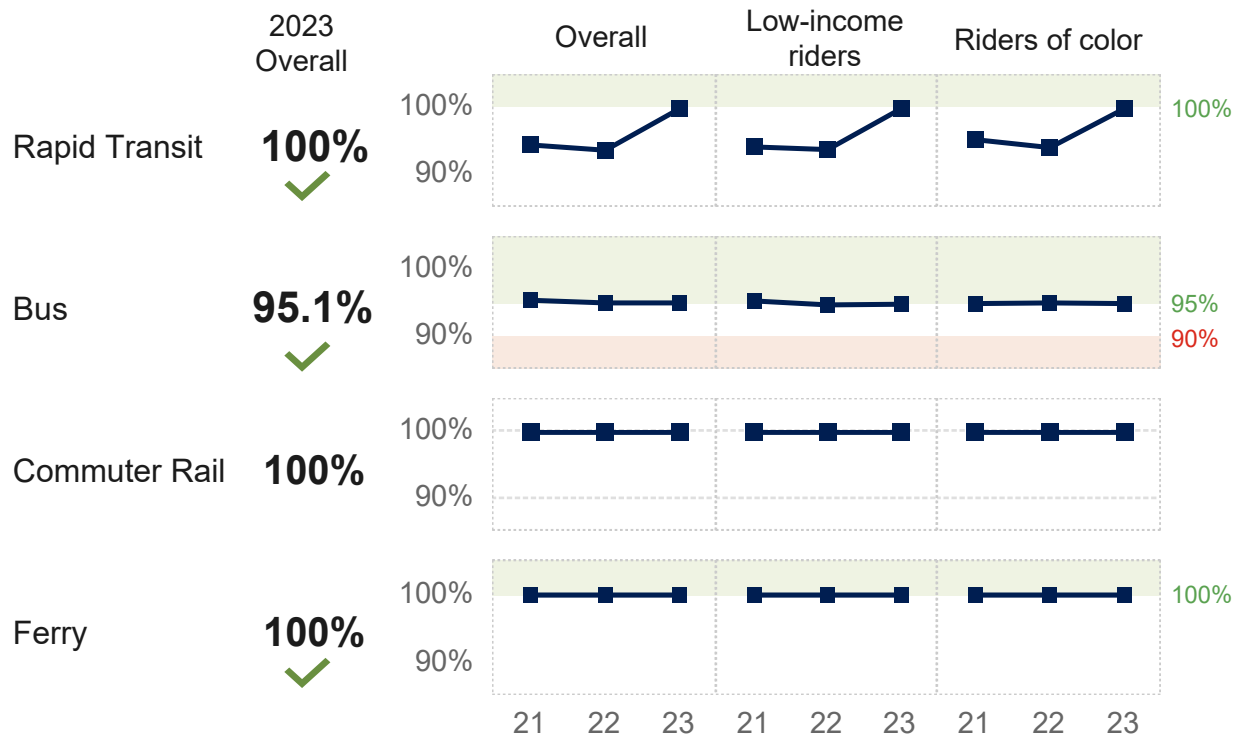
100%   95.1%   100%   100%

Span Performance Detail - Weekday Service [(data table)](#)

	2023 Overall			Overall	Low-income riders	Riders of color
Rapid Transit	**100%** ✓					100%
Bus	**95.1%** ✓					95% / 90%
Commuter Rail	**100%**					
Ferry	**100%** ✓					100%

Span Performance Detail - Saturday Service [(data table)](#)

	2023 Overall			Overall	Low-income riders	Riders of color
Rapid Transit	**100%**					
Bus	**98.4%**					
Commuter Rail	**100%**					

Span Performance Detail - Sunday Service [(data table)](#)

	2023 Overall	Overall	Low-income riders	Riders of color
Rapid Transit	**100%**			
Bus	**97.9%**			
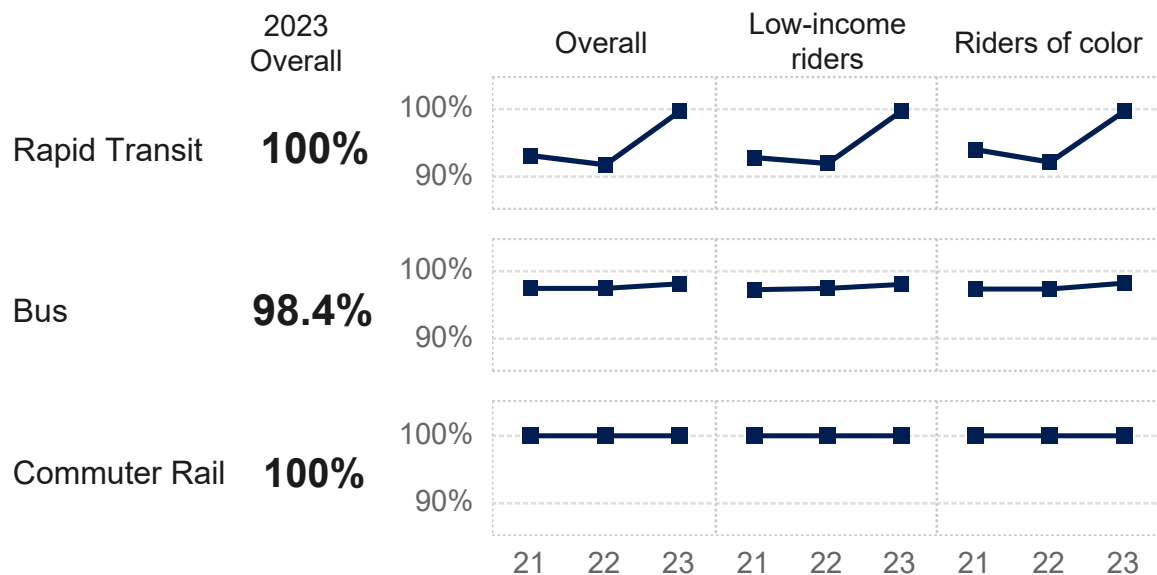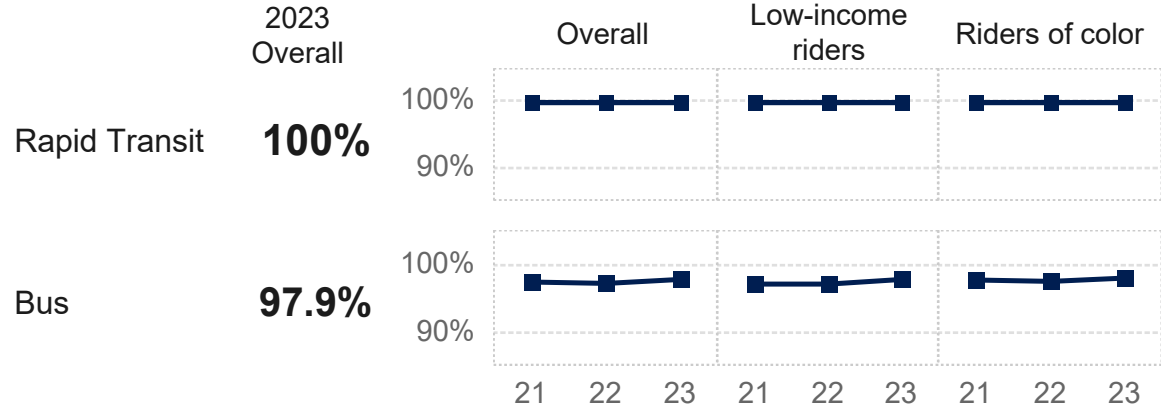
Frequency of Service

Riders rely on MBTA services to be available often enough to reasonably complete their journeys throughout the day. **Frequency of Service measures the percent of riders on routes that were scheduled to meet or surpass their expected frequencies throughout the day.** This measure refers to the effective wait times of different services relative to standards in the Service Delivery Policy (see Table 5 on page 13 of the policy).

Weekday frequency performance declined below 100% on both rapid transit and Commuter Rail in 2023, with both the Red Line and the Greenbush Line seeing reductions in scheduled service during peak hours that pushed them below their respective frequency expectations. Red Line frequencies were hurt by a shortage of available rail cars and by speed restrictions that slowed operational cars during service. Since the fall rating period, the T has resumed delivery of new Red Line vehicles which will address car availability while the Track Improvement Program has reduced travel times on the Red Line.

Bus frequency performance declined relative to 2022 as well, dipping another percentage point below the SDP-expected minimum of 90% because of schedule reductions on several Key Bus and Local Bus routes. These reductions in service were caused by a shortage of bus operators. More than 1 in 10 bus riders experienced service in Fall 2023 whose schedules did not meet SDP frequency expectations. Since the Fall 2023 rating, the MBTA has signed a new bus operator contract to address this shortage and enable the addition of more frequent service across the bus network. Additionally, the 2024 SDP is anticipated to introduce a change to bus frequency standards which will apply to future SDP annual reports.

Frequency Weekday Performance by Mode
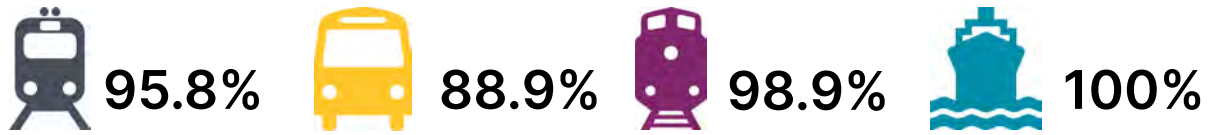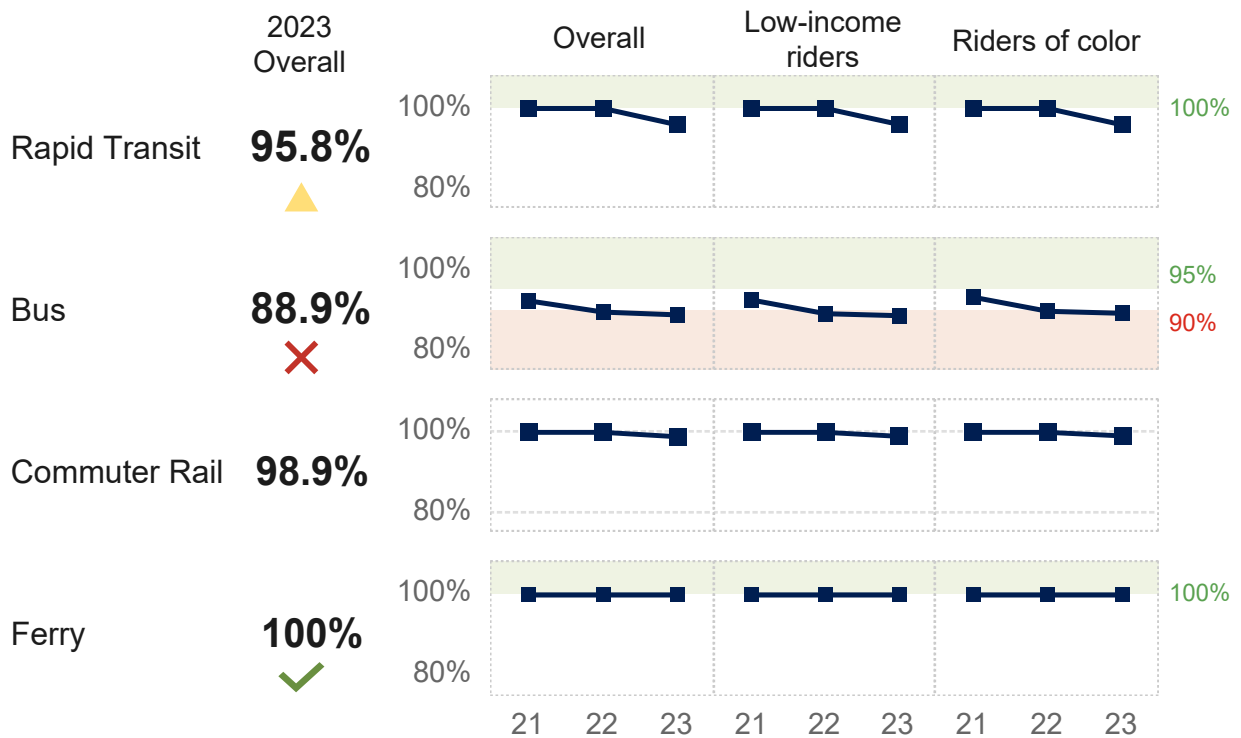
🚆 **95.8%**   🚌 **88.9%**   🚆 **98.9%**   🚢 **100%**

Frequency Performance Detail - Weekday Service [(data table)](#)

	2023 Overall	Overall	Low-income riders	Riders of color
Rapid Transit	**95.8%** 🔺			100%
Bus	**88.9%** ❌			95% / 90%
Commuter Rail	**98.9%**			
Ferry	**100%** ✅			100%

21 22 23   21 22 23   21 22 23

Frequency Performance Detail - Saturday Service (data table)

	2023 Overall	Overall	Low-income riders	Riders of color
Rapid Transit	**100%**			
Bus	**93.7%**			
Commuter Rail	**100%**			

Frequency Performance Detail - Sunday Service (data table)

	2023 Overall	Overall	Low-income riders	Riders of color
Rapid Transit	**100%**			
Bus	**88.9%**			
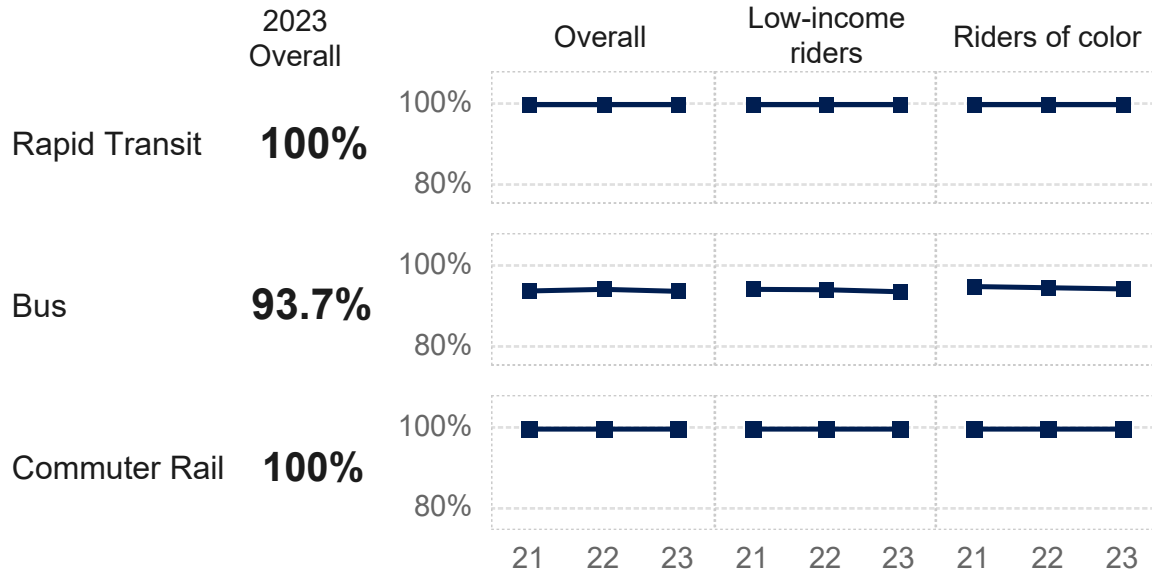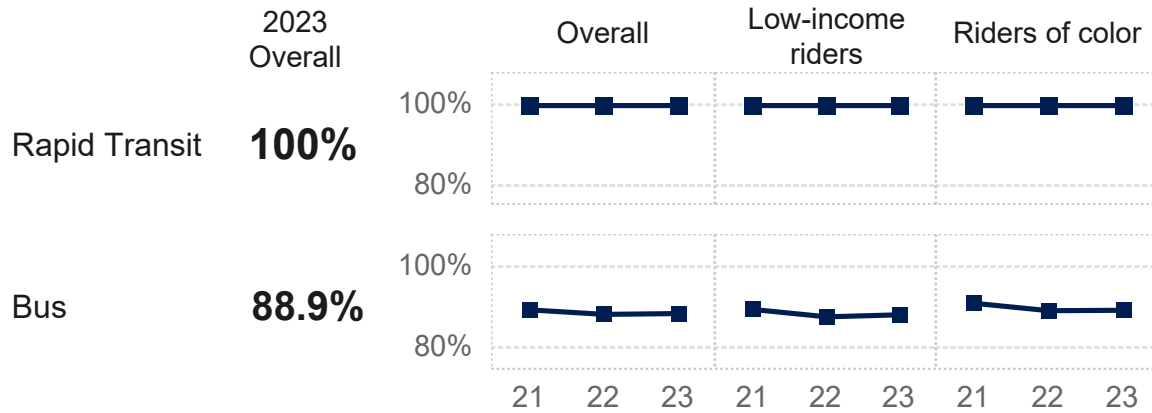
Coverage

The Coverage standard measures the degree to which MBTA transit services are geo-graphically accessible to residents of the MBTA service area, considering all residents of the service area rather than people who already ride MBTA services. Coverage is measured in two ways: Base Coverage and Frequent Service Coverage. Both measurements cover the MBTA service area, excluding municipalities that are members of a Regional Transit Authority (RTA). Coverage metrics inherently do not include non-residents who ride the MBTA including tourists and riders who reside outside the service area.

Base Coverage

Residents of the region expect the MBTA to provide a basic level of coverage throughout the service area. Base Coverage measures the percent of the population that lives within a half-mile of any MBTA service in the MBTA service area. The Base Coverage measure thus assesses the geographic extent of all MBTA services, regardless of their frequency or availability throughout the day.

Access to weekday transit service remains above the minimum, with at least 75% of all residents, low-income households, and residents of color within walking distance of any MBTA service. With the exception of a 1 percentage point reduction in Saturday coverage for low-income households, base coverage scores remained essentially flat from 2022.

Base Coverage Performance (data table)

	2023 Overall
Weekday	**78.7%**
Saturday	**74.9%**
Sunday	**70.1%**
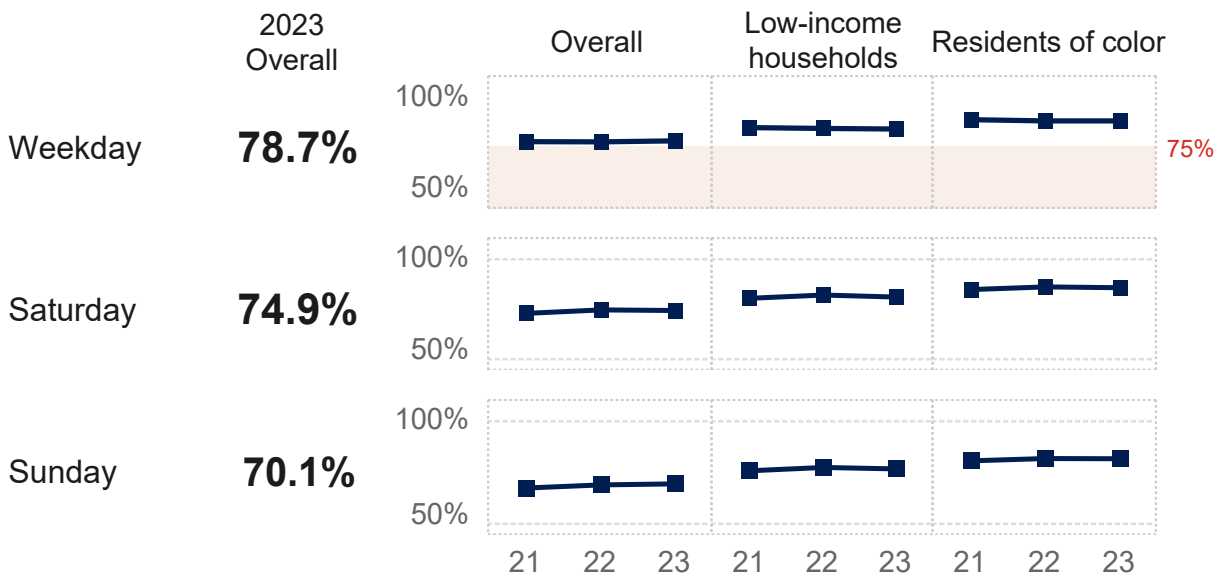
Frequent Coverage

Beyond a basic level of transit service throughout the service area, there are urban areas with high population and employment densities where frequent service (as defined in the Coverage section of the Service Delivery Policy) is expected. **Frequent Service Coverage measures the percent of the population that lives within a half-mile of frequent MBTA service in areas that either have high combined population and employment densities or have moderately high combined population and employment densities along with above-average proportions of low-income and low-vehicle households.**

Access to high-frequency weekday service in the high-density portions of the MBTA service area generally declined or was flat from 2022 to 2023. This decline in coverage is partially a result of decreases in scheduled service levels and partially due to population shifts away from high-density areas covered by MBTA service. Frequent weekday coverage decreased by 1 percentage point for low-income households and by 2 percentage points for residents of color. Nearly 40% of households in denser or more transit-dependent parts of the MBTA service area are unserved by frequent transit, and frequent coverage is well below the MBTA's target of 70%.

Frequent Coverage Performance [(data table)](#)
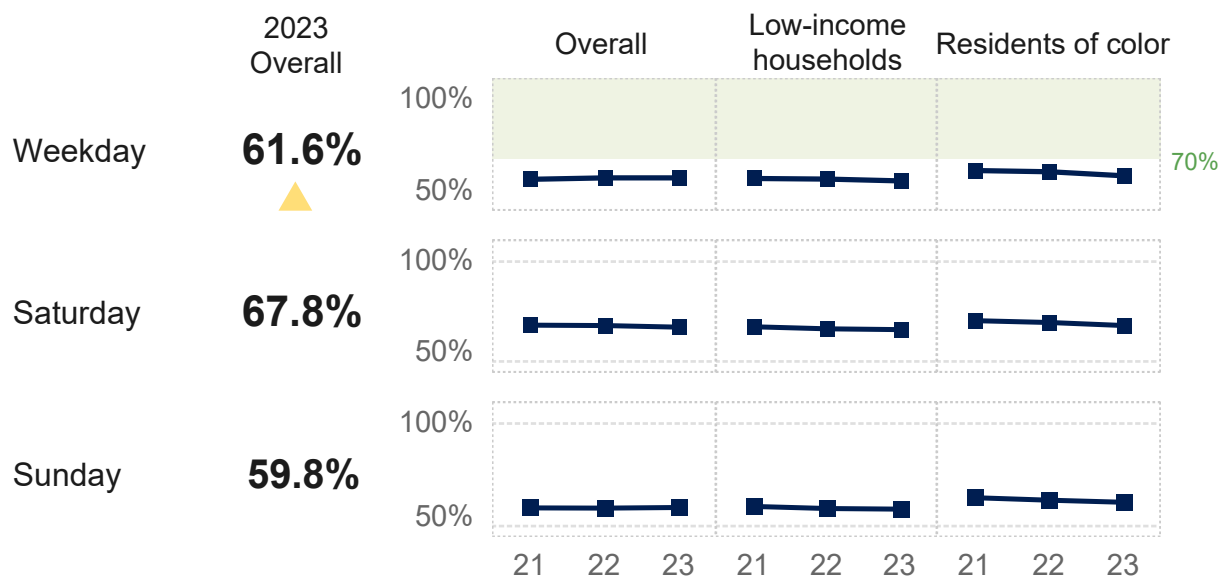
Accessibility

The MBTA works to ensure that people of all abilities have access to MBTA services. The accessibility standards in the SDP measure the accessibility of the MBTA system as it relates to the Americans with Disabilities Act (ADA), the Daniels-Finegold Settlement Agreement, and other State and Federal regulations. More detail on the specific mobility constraints which are addressed by particular accessibility standards can be found within the SDP.

Station Accessibility

The ability for all customers to reach a subway, Silver Line, or Commuter Rail platform depends on whether stations are designed to be accessible. Subway stations are typically accessible using elevators, while accessible Commuter Rail stations may include elevators or ramps in combination with high or mini-high platforms for level boarding. Surface stops on the Mattapan, Green, and Silver Lines have different accessibility requirements involving the geometry of the street, curb, or platform. **Station Accessibility measures the percent of MBTA stations that are ADA-accessible.**

The overall score for Station Accessibility remained flat compared to 2022 at 79.2%, with 225 out of 284 stations being accessible. Ridership-weighted station accessibility decreased slightly as a greater portion of riders used ADA-inaccessible stations in 2023.

Unweighted Station and Dock Accessibility Performance (data table)
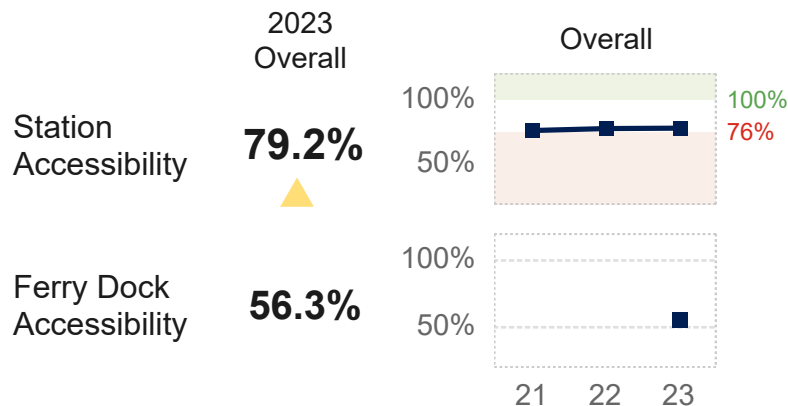
	2023 Overall	Overall
Station Accessibility	**79.2%** ▲	100% / 50% — 100% / 76%
Ferry Dock Accessibility	**56.3%**	100% / 50%

21 22 23

Ridership-Weighted Station and Dock Accessibility Performance (data table)

	2023 Overall	Overall	Low-income riders	Riders of color
Station Accessibility	**94.3%** ▲			
Ferry Dock Accessibility	**30.5%**			
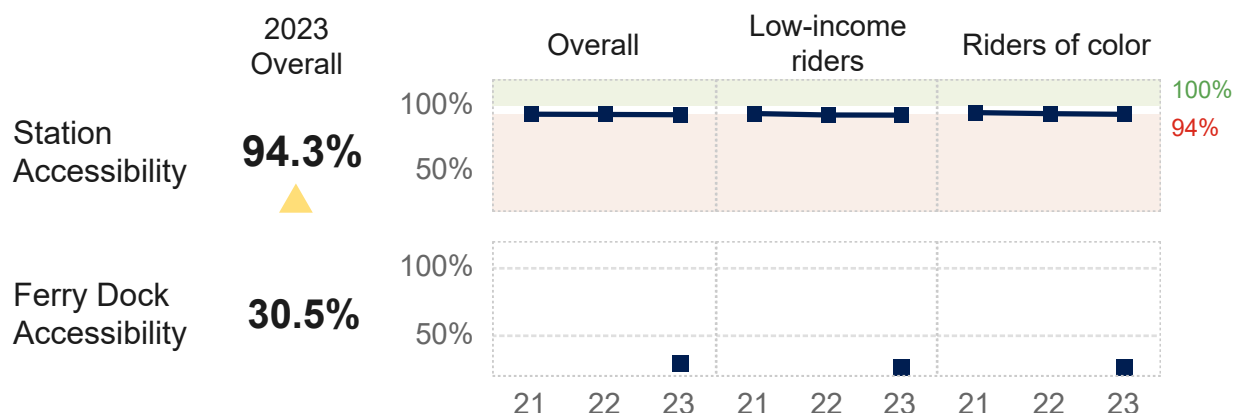
Ferry Dock Accessibility

Access to ferry services may vary by route when a ferry terminal has multiple docks with different access statuses. **Ferry Dock Accessibility measures the percent of MBTA ferry docks that are ADA-accessible**.

As of Fall 2023, 56.3% (9 out of 16) of ferry docks served by the MBTA are ADA-accessible. Ridership-weighted dock accessibility was 30.5% for all riders and 27.4% for low-income riders and riders of color because several of the MBTA's inaccessible docks have relatively high ridership.

Elevator Uptime

Many stations require elevators to be accessible for riders, meaning that elevator maintenance and unplanned outages can prohibit riders from accessing these stations. **Elevator Uptime measures the percentage of total elevator-hours in which elevators are operational.**

Elevator Uptime was 99.0% in 2023, an increase from Fall 2022, but still falling below the 99.4% minimum. The Airport, Beachmont, and Chinatown stations each had cumulative elevator downtimes of more than 7 days (non-continuously) during the Fall 2023 season.

Platform Acessibility

Riders should also be able to access the platforms in accessible stations at all times service is offered. Elevator outages due to maintenance or equipment failure have less of an impact when there are other working elevators or other accessible means by which riders can reach a given platform. Conversely, it is also possible for a single elevator outage to impact access to multiple platforms. **Platform Accessibility is an alternative measure of Elevator Uptime that evaluates access to platforms, measuring the percentage of total platform-hours that are ADA-accessible at stations that have elevators.**

Platform accessibility rose by 0.6% in 2023, achieving the minimum performance of 99.4%. Platform accessibility was impacted by the outages at Beachmont and Chinatown, but the outages at Airport did not impact platform access because other operational elevators at Airport provided alternative accessible pathways to its platforms.

Vehicle Accessibility

Even from an accessible platform, customers can encounter barriers boarding some transit vehicles. **Vehicle Accessibility measures the percentage of trips that the MBTA provides with at least one ADA-compliant vehicle.** This measure is currently only calculated for the Green Line, as data for Commuter Rail Vehicle Accessibility are not yet available, and all MBTA heavy rail (Blue Line, Orange Line, and Red Line) vehicles and buses are accessible.

The accessibility of Green Line vehicles in Fall 2023 achieved the minimum of 100%.

Accessibility Performance [(data table)](#)
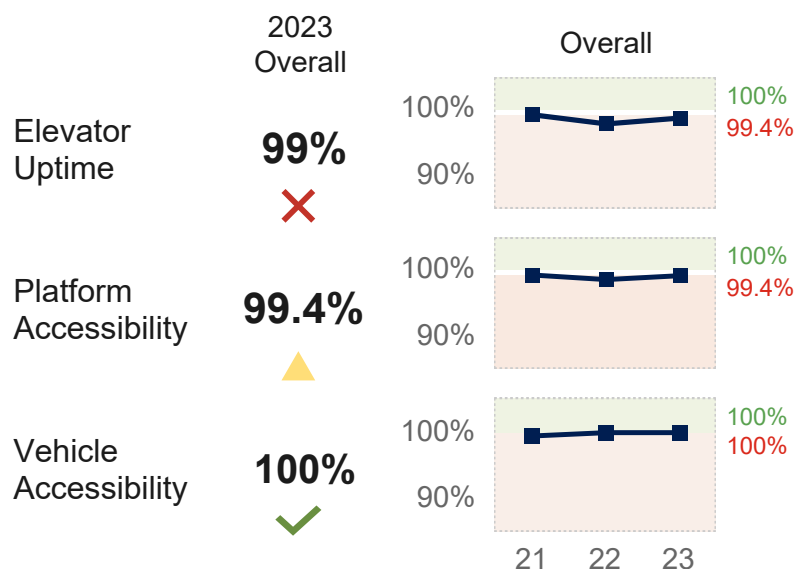
Reliability of Service

Riders expect that the total time they spend on each transit journey will be predictable and consistent. Reliability standards provide tools to evaluate the on-time performance of MBTA services. Standards vary by mode and by the frequency of service; passengers using high-frequency services generally expect regular vehicle arrivals rather than strict adherence to published timetables, whereas passengers who use less frequent services expect arrivals/departures to occur as published. **Reliability measures the percentage of passengers on routes that pass on-time performance tests.**

SDP reliability standards are currently in the process of being overhauled in order to better reflect rider experiences. The current metrics primarily measure passenger wait times prior to boarding a vehicle, without also considering delays in vehicle travel time or factoring in the impacts of cancelled or bunched service. New data collection systems are being implemented which will allow reliability for all rapid transit and bus services to be evaluated in the future using an Excess Trip Time methodology which considers the predictability of complete journey times instead of only measuring passenger wait times.

For this year's report, bus reliability calculations penalize runs that were cancelled, rather than only considering trips that ran. While precise measurements are not yet available for other modes, it is expected that updating reliability standards to include these factors will lower overall scores relative to what is reported here. For example, when using an approximate method for penalizing canceled heavy rail trips, the overall rapid transit reliability score declines by about 1 percentage point (from 88.8% to 87.9%), and would decline further when considering additional sources of travel time delay.

The more stringent reliability standards for bus resulted in lower scores for 2023, with about one-third of bus riders being served by routes with failing reliability scores. However, using the previous calculation method that didn't penalize cancelled trips, weekday Bus performance for Fall 2023 would have been 66.7%, which still represents a slight decline in overall performance from Fall 2022. Meanwhile, Commuter Rail and rapid transit reliability scores increased somewhat from 2022 to 2023, although weekday rapid transit performance remains below its 90% target. The increases in performance are partly a result of reductions in scheduled trips on some routes which aligned MBTA schedules with actual operating capacity, but effectively lowered the bar for reliability performance on these modes.

Reliability Weekday Performance by Mode
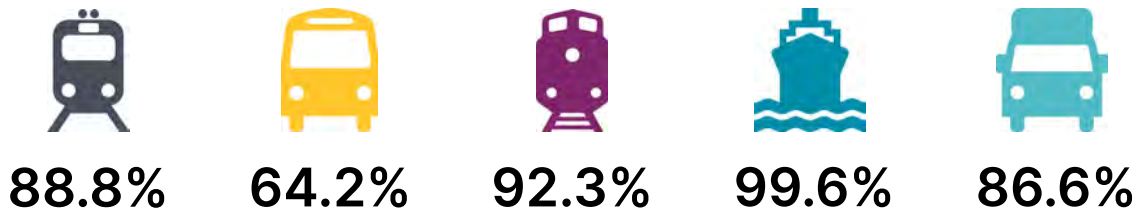
88.8%	64.2%	92.3%	99.6%	86.6%

Reliability Performance Detail - Weekday Service [(data table)](data table)

	2023 Overall	Overall	Low-income riders	Riders of color	
Rapid Transit	**88.8%** ▲				90%
Bus	**64.2%** ✗				75% / 70%
Commuter Rail	**92.3%** ✓				92%
Ferry	**99.6%** ✓				99%
The RIDE	**86.6%** ▲				90%

21 22 23   21 22 23   21 22 23

Reliability Performance Detail - Saturday Service [(data table)](#)

	2023 Overall	Overall	Low-income riders	Riders of color
Rapid Transit	**90%**			
Bus	**69.2%**			
Commuter Rail	**92.8%**			

Reliability Performance Detail - Sunday Service [(data table)](#)

	2023 Overall	Overall	Low-income riders	Riders of color
Rapid Transit	**89.7%**			
Bus	**69.7%**			
Commuter Rail	**92.5%**			
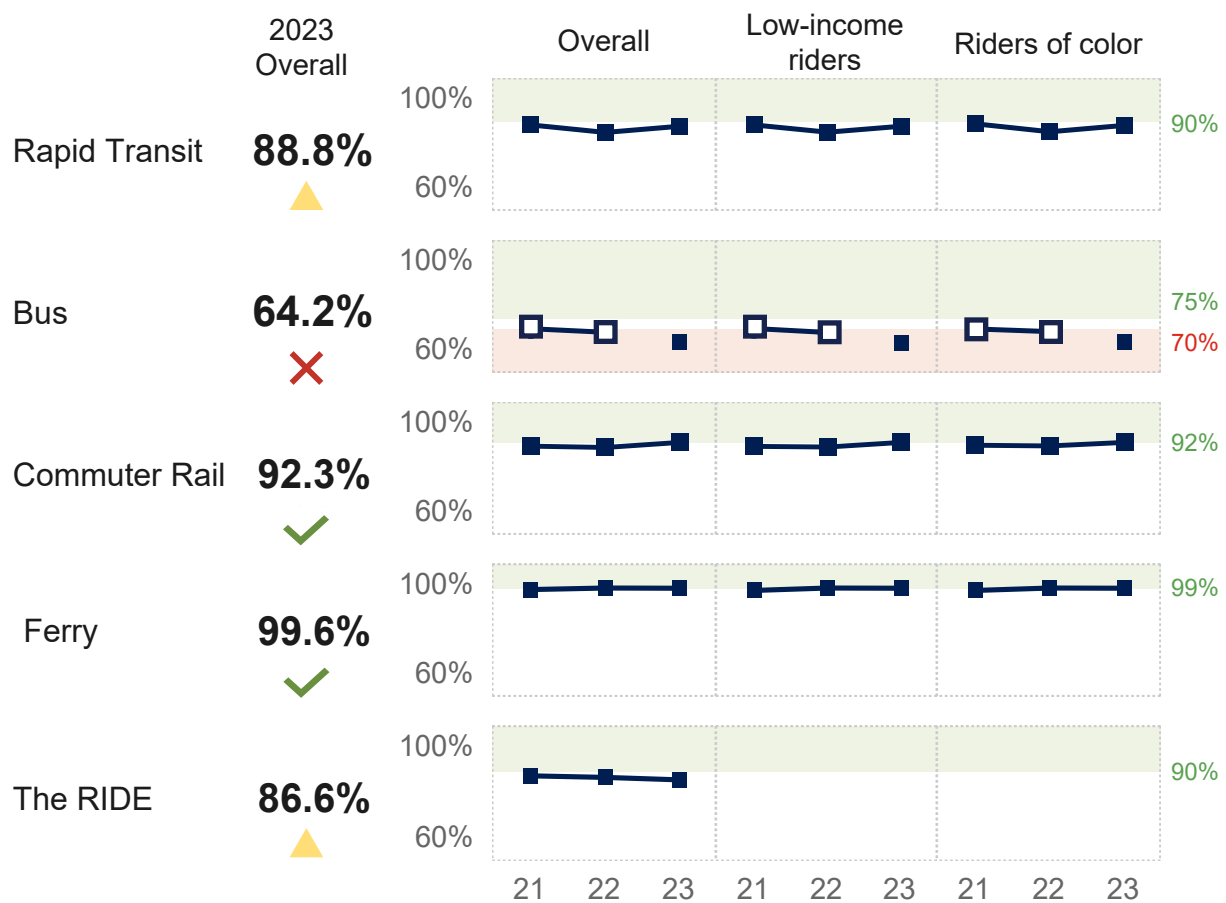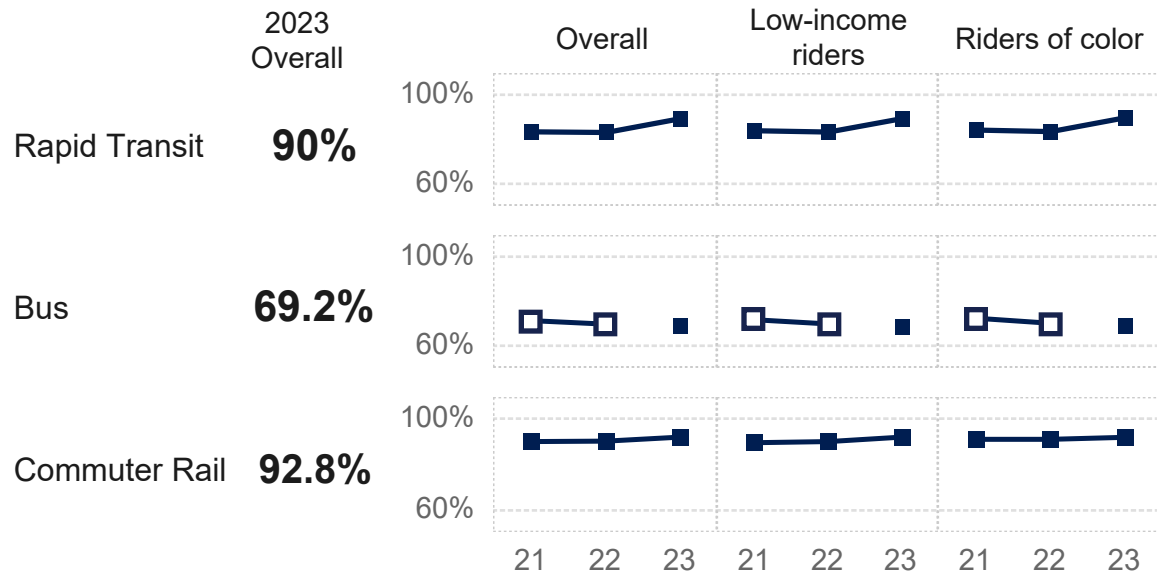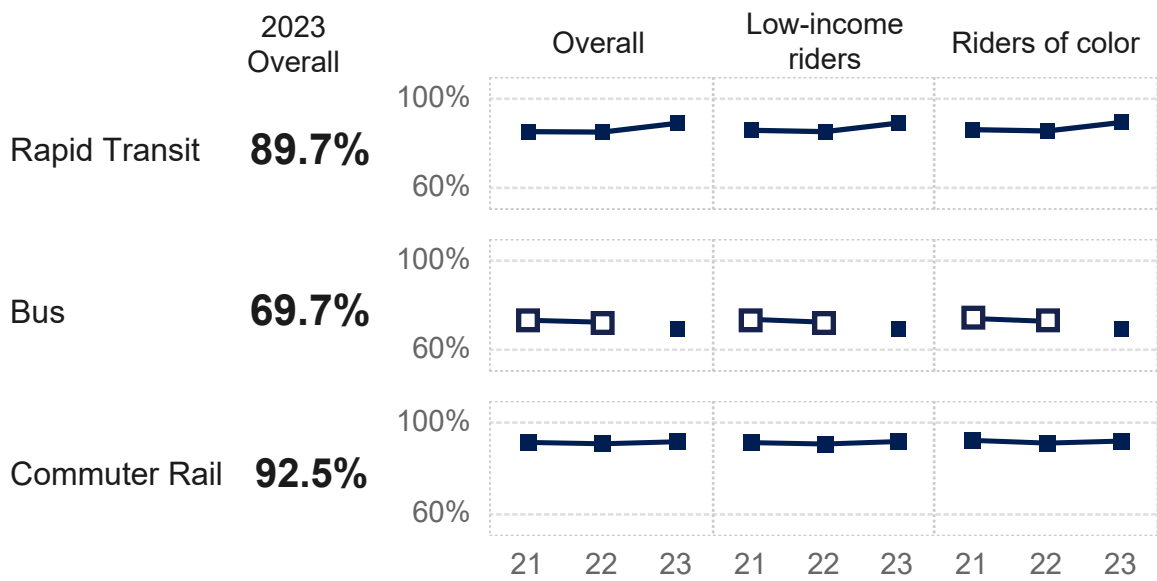
Service Operated

Riders depend on transit services running as scheduled, but factors like equipment failure, lack of personnel, and emergencies can sometimes prevent the MBTA from operating scheduled service. **Service Operated measures the percentage of scheduled trips that are actually provided for each mode of service.**

Following a low-performing year in 2022, schedules were adjusted to better reflect operating capacities in 2023, resulting in fewer cancellations and higher Service Operated scores on bus and rapid transit services. However, the Service Operated scores for rapid transit and bus services remain below their target of 99.5%, which would require missing fewer than 1 trip for every 200 trips scheduled.

Among heavy rail services, Red Line riders suffered the most from cancelled trips, with its 96% score translating into 1 of every 25 scheduled trips being cancelled, while the Blue and Orange Lines operated 98% and 99% of their scheduled trips. Service Operated performance also increased modestly in 2023 for bus service, with Sundays seeing the biggest improvement, but the 97.3% score for bus still means that roughly 1 in 40 scheduled bus trips were cancelled in Fall 2023.

Commuter Rail and ferry service, meanwhile, each provided more than 99% of scheduled trips, but each saw slight (0.2%) declines in service operated relative to 2022.

Service Operated Weekday Performance by Mode

| 97.8% | 94.2% | 97.3% | 99.5% | 99.8% |
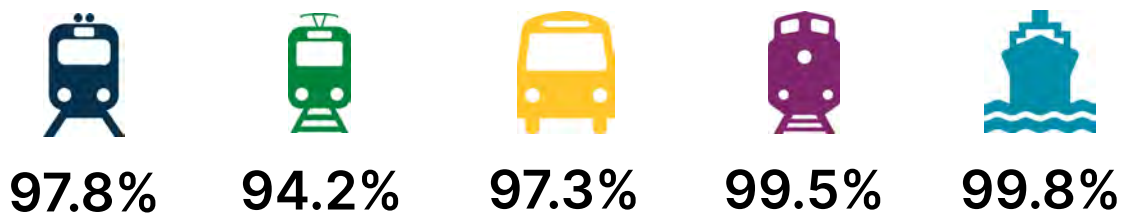
Service Operated Performance Detail [(data table)](#)

2023 Weekday

Heavy Rail	**97.8%** ▲	99.5%
Light Rail	**94.2%** ▲	99.5%
Bus	**97.3%** ▲	99.5%

(x-axis: 21 22 23; y-axis: 90% 100%)

2023 Saturday

Heavy Rail	**98.3%** ▲	
Light Rail	**93.1%** ▲	
Bus	**97.2%** ▲	

2023 Sunday

Heavy Rail	**98.3%** ▲	99.5%
Light Rail	**94.6%** ▲	99.5%
Bus	**98.6%** ▲	99.5%

(x-axis: 21 22 23; y-axis: 90% 100%)

2023 Overall

Commuter Rail	**99.5%**
Ferry	**99.8%**

(x-axis: 21 22 23; y-axis: 90% 100%)
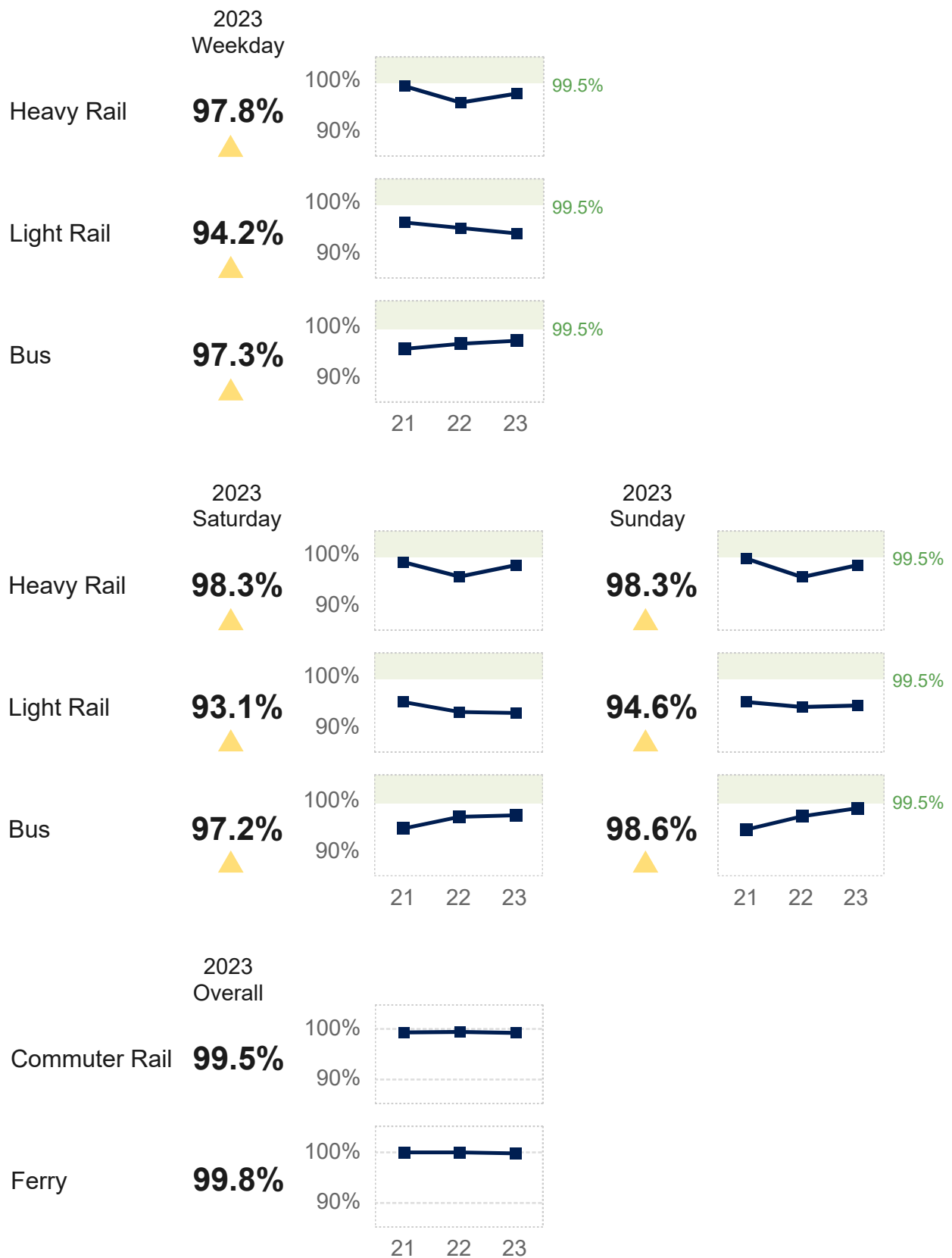
Passenger Comfort

The MBTA strives to not just enable riders to get onto a bus or train, but to provide suffi-cient space to allow for reasonable comfort while enroute. Passenger Comfort is influenced by the number of people on a vehicle and whether a seat is available to each rider for all or most of the trip. **Comfort measures the percentage of passenger travel time experienced in comfortable conditions.** Standards for comfort vary by transport mode and time-of-day, with the SDP defining a maximum number of passengers per vehicle that provide a safe and comfortable ride.

This year's report represents the first time that Comfort has been measured for heavy rail services. Because per-car data are not available, heavy rail comfort metrics assume pas-sengers are evenly dispersed within a train. Actual comfort will vary across the train.

Crowding conditions for bus riders continued to worsen in 2023 as a higher portion of riders traveled on crowded buses, with passenger comfort scores falling below the 96% target. The increase in crowding is likely the result of increasing bus ridership (see pages 4-6) without corresponding increases in bus service. Increasing service to match demand will require continued progress on hiring bus operators and dispatchers to run more vehi-cles and infrastructure improvements such as bus lanes, signal priority, and queue jumps to improve the amount of service provided by each bus/operator.

Passenger Comfort Performance (data table)

	2023 Overall	Overall			Low-income riders			Riders of Color		
Bus	**95.5%** ▲									96% 92%
Heavy Rail	**98.8%**									
		21	22	23	21	22	23	21	22	23
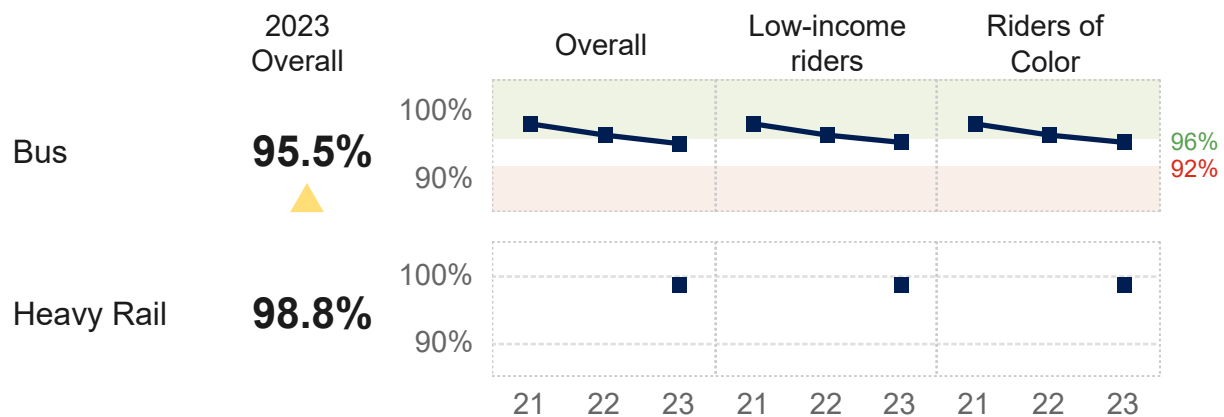
Paratransit Service Standards

The MBTA's paratransit program, The RIDE, provides door-to-door, public shared-ride transportation to eligible passengers as mandated under the ADA. The RIDE provides service that goes beyond ADA requirements, offering trips throughout the service area at a higher fare rate in addition to offering trips starting or ending within the ADA-required three-quarter miles of a fixed-route service. The RIDE uses the performance metrics stated in Appendix C of the SDP to monitor how well its contractors provide their contracted service and to inform staffing and planning decisions.

Productivity

Productivity measures the efficiency of the RIDE system, and is measured as the ratio of the number of trips that The RIDE completes to the number of hours it takes The RIDE to provide these trips (trips per service hour). Productivity increased by 0.06 trips per service hour in Fall 2023, returning to 2021 levels after a poor year in 2022 but remaining below the medium-term target of 1.15 trips per service hour. This change was driven by a 4.2% increase in ridership in 2023 relative to 2022, while the service hours operated to provide those trips only increased by 3.3%.

Excessively Late Pick-Ups & Drop-Offs

In addition to On-Time Performance, The RIDE monitors arrivals and departures that occur long before or after the scheduled pick-up or drop-off time. This measure captures the worst trip performance and the resulting customer experience. The MBTA seeks to minimize excessively late trips due to the high degree of disruption they cause in customers' journeys, and uses this measure to flag trips that need additional investigation and follow-up.

Excessively late pick-ups are broken out into two groups:
- Trips occurring between 61 and 120 minutes late
- Trips occurring over 120 minutes late

Excessively late drop-offs are broken out into two groups:
- Trips occurring between 31 and 60 minutes late
- Trips occurring more than 60 minutes late

Each of the excessively late metrics decreased in Fall 2023 compared to Fall 2022, but remained above the medium-term target of 0. The largest decrease occurred for excessively late drop-offs that were between a half-hour and one hour late, which returned close to 2021 levels after a poor performance in 2022.

Paratransit Performance

SDP Standard	Minimum	Target	Fall Performance		
			2021	2022	2023
Productivity	--	**1.2**	1.1	1.0	1.1
Excessively late pick-ups, 61-120 minutes, per 1,000 trips	--	**0**	4.8	5.6	3.4
Excessively late pick-ups, greater than 120 minutes, per 1,000 trips	--	**0**	0.4	1.7	0.3
Excessively late drop-offs, 31 – 60 minutes, per 1,000 trips	--	**0**	1.5	6.0	1.8
Excessively late drop-offs, greater than 60 minutes, per 1,000 trips	--	**0**	0.3	2.1	0.2

Conclusion

Delivering safe, reliable, and accessible public transit to riders is the MBTA's top priority, and the SDP metrics offer a high-level overview of the availability and delivery of service during Fall 2023. Changes in performance from Fall 2021 through Fall 2023 can be summarized in terms of changes in service and service conditions, ridership, and operator availability.

Ridership continued to rise closer to pre-pandemic levels in 2023, but has flattened on some routes with heavy service disruptions. Decreased service hours and more lenient schedules in 2023 narrowed the gap between promised service and operated service to a degree, but also lowered service quality, with MBTA passengers seeing overall decreases in frequency, coverage, and comfort in 2023. The decreases disproportionately impacted the most used services, i.e., rapid transit, Key Bus, and Local Bus.

The MBTA uses these metrics and many more on a daily, weekly, and monthly basis to make priorities for service adjustments while also planning for larger improvements. The MBTA is investing in initiatives to improve bus service by modernizing bus facilities, implementing transit priority, and implementing the Bus Network Redesign (with the first set of changes scheduled for December 2024). In 2024, the MBTA has also made some progress with increased bus operator hiring, improved rapid transit and bus frequencies, and the removal of subway speed restrictions. The MBTA will continue to monitor and refine these metrics to help determine how to best allocate resources to improve rider service into the future.

Appendix A

Span Performance Detail - Weekday Service

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2021	2022	2023	2021	2022	2023	2021	2022	2023
Rapid Transit	--	**100%**	94.5%	93.7%	100.0%	94.2%	93.8%	100%	95.3%	94.1%	100%
Bus	**90%**	**95%**	95.5%	95.1%	94.9%	95.4%	94.8%	94.7%	95.0%	95.1%	94.8%
Key Bus	--	--	100%	100%	100%	100%	100%	100%	100%	100%	100%
Local Bus	--	--	92.5%	91.4%	90.7%	91.8%	90.9%	90.4%	90.9%	91.0%	90.1%
Commuter Bus	--	--	93.3%	92.1%	92.4%	92.2%	92.4%	92.6%	92.3%	93.4%	93.3%
Commuter Rail	--	**100%**	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ferry	--	**100%**	100%	100%	100%	100%	100%	100%	100%	100%	100%

Span Performance Detail - Saturday Service

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2021	2022	2023	2021	2022	2023	2021	2022	2023
Rapid Transit	--	--	93.3%	91.9%	100.0%	93.0%	92.1%	100%	94.2%	92.3%	100%
Bus	--	--	97.7%	97.7%	97.8%	97.5%	97.7%	97.7%	97.6%	97.6%	97.8%
Key Bus	--	--	100%	100%	100%	100%	100%	100%	100%	100%	100%
Local Bus	--	--	95.7%	95.3%	95.3%	95.1%	95.3%	95.2%	95.1%	94.9%	95.2%
Commuter Bus	--	--	--	--	--	--	--	--	--	--	--
Commuter Rail	--	--	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ferry	--	--	--	--	--	--	--	--	--	--	--

Span Performance Detail - Sunday Service

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2021	2022	2023	2021	2022	2023	2021	2022	2023
Rapid Transit	--	--	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100%
Bus	--	--	97.5%	97.3%	97.4%	97.2%	97.2%	97.3%	97.8%	97.6%	97.6%
Key Bus	--	--	100%	100%	100%	100%	100%	100%	100%	100%	100%
Local Bus	--	--	94.7%	93.5%	93.6%	93.9%	93.2%	93.5%	94.8%	93.8%	93.8%
Commuter Bus	--	--	--	--	--	--	--	--	--	--	--
Commuter Rail	--	--	--	--	--	--	--	--	--	--	--
Ferry	--	--	--	--	--	--	--	--	--	--	--

Frequency Performance Detail - Weekday Service

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2021	2022	2023	2021	2022	2023	2021	2022	2023
Rapid Transit	--	**100%**	100%	100%	95.9%	100%	100%	96.0%	100%	100%	95.9%
Bus	**90%**	**95%**	92.4%	89.6%	88.9%	92.6%	89.2%	88.7%	93.3%	89.8%	89.3%
Key Bus	--	--	97.6%	92.3%	91.4%	98.5%	92.0%	91.5%	98.7%	92.5%	92.1%
Local Bus	--	--	88.1%	87.1%	86.3%	86.9%	86.6%	85.9%	87.9%	86.9%	86.3%
Commuter Bus	--	--	92.1%	91.6%	94.1%	87.4%	89.6%	93.5%	89.4%	90.2%	93.8%
Commuter Rail	--	--	100%	100%	98.9%	100%	100%	99.0%	100%	100%	99.1%
Ferry	--	**100%**	100%	100%	100%	100%	100%	100%	100%	100%	100%

Frequency Performance Detail - Saturday Service

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2021	2022	2023	2021	2022	2023	2021	2022	2023
Rapid Transit	--	--	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bus	--	--	93.9%	94.3%	93.8%	94.3%	94.2%	93.7%	95.0%	94.7%	94.4%
Key Bus	--	--	100%	100%	100%	100%	100%	100%	100%	100%	100%
Local Bus	--	--	88.6%	88.3%	86.9%	88.7%	88.2%	86.7%	89.6%	88.7%	87.6%
Commuter Bus	--	--	--	--	--	--	--	--	--	--	--
Commuter Rail	--	--	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ferry	--	--	--	--	--	--	--	--	--	--	--

Frequency Performance Detail - Sunday Service

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2021	2022	2023	2021	2022	2023	2021	2022	2023
Rapid Transit	--	--	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bus	--	--	89.8%	88.7%	88.9%	89.9%	88.1%	88.6%	91.4%	89.6%	89.7%
Key Bus	--	--	100%	100%	100%	100%	100%	100%	100%	100%	100%
Local Bus	--	--	78.8%	72.6%	72.7%	77.6%	71.5%	72.2%	79.8%	73.6%	73.8%
Commuter Bus	--	--	--	--	--	--	--	--	--	--	--
Commuter Rail	--	--	--	--	--	--	--	--	--	--	--
Ferry	--	--	--	--	--	--	--	--	--	--	--

Base Coverage Performance Detail

Day Type	Minimum	Target	Overall			Low-Income Households			Residents of Color		
			2021	2022	2023	2021	2022	2023	2021	2022	2023
Weekday	75%	--	78.3%	78.2%	78.7%	85.2%	84.8%	84.5%	89.1%	88.5%	88.5%
Saturday	--	--	73.5%	75.2%	74.9%	80.9%	82.5%	81.5%	85.2%	86.5%	86.1%
Sunday	--	--	68.1%	69.6%	70.1%	76.4%	78.0%	77.3%	81.2%	82.3%	82.2%

Frequent Coverage Performance Detail

Day Type	Minimum	Target	Overall			Low-Income Households			Residents of Color		
			2021	2022	2023	2021	2022	2023	2021	2022	2023
Weekday	--	70%	60.9%	61.6%	61.6%	61.3%	61.0%	60.1%	65.2%	64.6%	62.6%
Saturday	--	--	68.8%	68.6%	67.8%	68.0%	67.0%	66.6%	71.0%	70.1%	68.6%
Sunday	--	--	59.6%	59.5%	59.8%	60.3%	59.3%	59.0%	64.5%	63.3%	62.3%

Accessibility Performance Detail

SDP Standard	Minimum	Target	Overall 2021	Overall 2022	Overall 2023	Low-Income Riders 2021	Low-Income Riders 2022	Low-Income Riders 2023	Riders of Color 2021	Riders of Color 2022	Riders of Color 2023
Station Accessibility (Unweighted)	76%	100%	77.4%	78.9%	79.2%	--	--	--	--	--	--
Station Accessibility (Ridership-weighted)	94%	100%	94.7%	94.5%	94.3%	95.2%	94.1%	94.0%	95.9%	95.1%	94.6%
Ferry Dock Accessibility (Unweighted)	--	--	--	--	56.3%	--	--	--	--	--	--
Ferry Dock Accessibility (Ridership-weighted)	--	--	--	--	30.5%	--	--	27.4%	--	--	27.4%
Elevator Uptime	99.4%	100%	99.5%	98.1%	99.0%	--	--	--	--	--	--
Platform Accessibility	99.4%	100%	99.5%	98.8%	99.4%	--	--	--	--	--	--
Vehicle Accessibility (Green Line)	100%	100%	100%	100%	100%	--	--	--	--	--	--

Reliability Performance Detail - Weekday Service

Mode	Minimum	Target	Overall 2021	Overall 2022	Overall 2023	Low-Income Riders 2021	Low-Income Riders 2022	Low-Income Riders 2023	Riders of Color 2021	Riders of Color 2022	Riders of Color 2023
Rapid Transit	--	90%	89.4%	86.0%	88.8%	89.4%	86.1%	88.8%	89.9%	86.3%	89.2%
Bus	70%	75%	*70.4%	*68.8%	61.3%	*70.5%	*68.7%	61.4%	*70.3%	*69.1%	61.5%
Key Bus	--	--	*76.2%	*76.7%	66.0%	*76.4%	*76.7%	66.2%	*76.3%	*76.8%	66.2%
Local Bus	--	--	*66.5%	*62.9%	57.6%	*65.9%	*62.7%	57.6%	*65.4%	*62.8%	57.4%
Commuter Bus	--	--	*63.9%	*57.4%	49.9%	*63.0%	*58.0%	50.4%	*63.7%	*57.6%	50.6%
Commuter Rail	--	92%	90.6%	90.0%	92.3%	90.5%	90.2%	92.3%	91.0%	90.7%	92.3%
Ferry	--	99%	99.0%	99.7%	99.6%	98.6%	99.7%	99.6%	98.6%	99.7%	99.6%
The RIDE	--	90%	88.4%	87.7%	86.6%	--	--	--	--	--	--

*Bus reliability scores for 2021-2022 are not comparable with scores for 2023 because of the 2023 change in calculation methodology to penalize dropped trips.

Reliability Performance Detail - Saturday Service

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2021	2022	2023	2021	2022	2023	2021	2022	2023
Rapid Transit	--	--	84.0%	83.7%	90.0%	84.5%	83.9%	90.0%	84.8%	84.1%	90.4%
Bus	--	--	71.8%	70.2%	66.2%	72.2%	70.3%	66.3%	72.9%	70.6%	66.4%
Key Bus	--	--	77.3%	75.7%	68.8%	77.6%	75.8%	69.1%	77.8%	75.9%	69.0%
Local Bus	--	--	67.2%	64.5%	63.2%	67.0%	64.6%	63.2%	67.6%	64.6%	63.3%
Commuter Bus	--	--	--	--	--	--	--	--	--	--	--
Commuter Rail	--	--	90.8%	91.0%	92.8%	90.3%	90.8%	92.8%	91.8%	91.8%	92.7%
Ferry	--	--	--	--	--	--	--	--	--	--	--

Reliability Performance Detail - Sunday Service

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2021	2022	2023	2021	2022	2023	2021	2022	2023
Rapid Transit	--	--	85.9%	85.7%	89.7%	86.5%	85.9%	89.8%	86.8%	86.2%	90.1%
Bus	--	--	73.8%	72.9%	67.0%	74.2%	72.9%	67.2%	74.6%	73.3%	67.3%
Key Bus	--	--	77.7%	77.0%	69.4%	78.0%	76.9%	69.7%	78.2%	77.1%	69.7%
Local Bus	--	--	69.6%	67.0%	63.4%	69.5%	67.2%	63.5%	69.9%	67.5%	63.5%
Commuter Bus	--	--	--	--	--	--	--	--	--	--	--
Commuter Rail	--	--	92.2%	91.6%	92.5%	92.1%	91.5%	92.6%	93.1%	91.9%	92.8%
Ferry	--	--	--	--	--	--	--	--	--	--	--

Service Operated Performance Detail

Mode	Minimum	Target	Weekday			Saturday			Sunday		
			2021	2022	2023	2021	2022	2023	2021	2022	2023
Heavy Rail	--	**99.5%**	99.3%	96.0%	97.8%	98.9%	96.0%	98.3%	99.6%	95.9%	98.3%
Light Rail	--	**99.5%**	96.4%	95.3%	94.2%	95.3%	93.3%	93.1%	95.3%	94.3%	94.6%
Bus	--	**99.5%**	95.7%	96.7%	97.3%	94.6%	96.9%	97.2%	94.4%	97.0%	98.6%

Mode	Minimum	Target	Overall		
			2021	2022	2023
Commuter Rail	--	--	99.6%	99.7%	99.5%
Ferry	--	--	100%	100%	99.8%

Passenger Comfort Performance Detail

Mode	Minimum	Target	Overall			Low-Income Riders			Riders of Color		
			2021	2022	2023	2021	2022	2023	2021	2022	2023
Bus	92%	96%	98.5%	96.8%	95.5%	98.5%	96.8%	95.7%	98.5%	96.8%	95.7%
Heavy Rail	--	--	--	--	98.8%	--	--	98.8%	--	--	98.8%

Appendix B: Seasonal Ferry Scheduled Hours, Fall 2023

Seasonal Ferry Hours

Seasonal Ferry Line	Day Type	Service Start	Service End
East Boston Ferry	Weekday	7:00 AM	07:55 PM
	Saturday	9:00 AM	08:55 PM
	Sunday	9:00 AM	08:55 PM
Lynn Ferry	Weekday	6:00 AM	07:40 PM
Winthrop/Quincy	Weekday	6:30 AM	07:00 PM