



Near-Term Changes Report

May 2019

Better
Bus
Project



MBTA Better Bus Project: Near-Term Changes Executive Summary



Through the Better Bus Project (BBP), the Massachusetts Bay Transportation Authority (MBTA) will implement route changes impacting 50 existing bus routes. The MBTA will move forward with 27 of the original 47 proposals and will advance 9 of the 47 proposals with modifications based on public input. The majority of the MBTA's Fiscal Management Control Board's (FMCB) approved changes will be implemented in the Fall of 2019 and Winter of 2020, with a few additional changes occurring later pending continued coordination with outside public and private entities.

These changes will provide more frequent and reliable service, and a small number of new connections. The original 47 proposals were derived based on analysis and public feedback from 2018. The final package of proposals was revised based on outreach that occurred in the Winter/Spring of 2019.

The full report further describes the final package of improvements, provides background on the development of the original proposals, summarizes the extensive public outreach around the proposals, and provides information about implementation and next steps for the Better Bus Project.

Final Package of Near-Term Changes to Bus Service, Adopted May 2019


- 1 & CT1** Provide more frequent and reliable Route 1 service by combining Route CT1 and Route 1 into a single route


- 4** Provide more reliable service on Route 4 by bypassing Northern Ave. by staying on Seaport Blvd.

- 5 & 16** Add midday and Saturday service to JFK/UMass on Route 16 (currently only weekday peak). Route 5 is discontinued and partially replaced by Route 10 and improved Route 16 service.

- 9** Provide a faster and more reliable Route 9 by straightening out Broadway Station routing to turn left on Dorchester Ave. in the inbound direction

- 34 & 34E** Combine Route 34E and Route 34 into a single route that provides new service to Legacy Place on Route 34, and reduce the number of route variations


- 35**  Similar to the changes to Route 34 and Route 52, coordinate changes to provide similar service at Dedham Mall (provide service at Stop & Shop only and remove stop at Old Navy)


- 36**  The original proposal was to provide a more consistent travel pattern on Route 36 by reducing the number of route variations and providing more frequent service to VA Medical Center/ Hospital. The revised proposal changes the terminus of the outer route from Millennium Park to VA Medical Center due to school closure

- 37** Provide faster, more reliable service on Route 37 by reducing the number of route variations


- 44** Provide a more consistent Route 44 by shifting outbound evening and weekend service from Dudley St. to Malcolm X Blvd.

- 52** Provide faster and more reliable service that extends more trips to Dedham Mall by removing a number of route variations

- 59**  The original proposal was to double the bus frequency on the busy Needham St. section of Route 59. The revised proposal preserves some limited service to Eliot St.

- 60**  The original proposal improved connections and reliability by providing new service to Chestnut Hill Square (office/retail destination) by adding a stop and shortening the route. The revised proposal preserves the Chestnut Hill Mall stop while exploring adding a new stop at or near Chestnut Hill Square

- 64** Provide faster service by shifting route from Hobart St. to Brooks St. in Boston. Consider creating new connections and providing faster service in Cambridge by extending midday service (currently peak only) to Kendall Sq. for an all-day connection between Allston/Brighton and Kendall Sq., and by shifting some service from Broadway to Main St. in Cambridge

- 70 & 70A**  Improve Route 70 frequency and reliability between Waltham and Central Sq. while modifying Route 70A to only operate between North Waltham and Waltham Center, with easier-to-understand routing and new Sunday service





- 72, 74, & 75** Run straighter, faster and more frequent Route 74 and Route 75, and operate Route 72 as a peak-only service with Route 75 now serving Huron Ave. on all weekdays and Saturdays
- 89**  The original proposal was to double the bus frequency between Broadway/Winter Hill to the Red Line by removing Route 89 service from Clarendon Hill, but maintaining community connections on Routes 87 and 88. The revised proposal preserves some peak and school time service at Clarendon Hill.
- 90** The original proposal provided faster, more frequent service between Davis and Assembly Squares, with the route ending at Assembly Sq. The revised and approved proposal preserves the direct connection to Sullivan Sq. and terminates service at Assembly Sq.
- 92** Provide more frequent and reliable Route 92 service between Haymarket and Sullivan Sq. by removing Route 92 service to Assembly Sq. (transfer is available via Orange Line)
- 95**  The original proposal provided new service connecting Arlington Center, Medford Sq. and Sullivan Sq. by removing service to West Medford along Playstead Rd. The revised proposal will test potential demand by alternating trips between Arlington Center and Playstead Rd. (in West Medford) on all days and times.
- 106** Provide more frequent Route 106 service on Salem and Main St. and simplify route
- 111** Provide faster and more reliable service to Route 111 by removing service on Park Ave., with connection remaining via Route 110
- 120** Provide faster and more reliable service on Route 120 by removing the loop around Central Sq. in East Boston, maintaining a bus stop to access Liberty Plaza from Meridian St.
- 134** Provide faster and more direct service to Wellington by shifting Commercial St./Courthouse service to Riverside Ave.
- 201 & 202** Provide faster and more reliable weekend service to Ashmont and Shawmut neighborhoods by eliminating weekend service to Quincy (Route 210 continues to provide Saturday service)
- 220**  The original proposal provided faster and more reliable service between Quincy Center and Hingham Depot. The revised proposal does not eliminate the Hingham Loop entirely, but reduces the number of trips while still serving the particular times needed by the school.
- 222** Provide faster and more reliable midday service by shifting Route 222 service from Essex St. to North and Middle St.
- 225** Provide new connection between Braintree and Columbian Sq. via Lincoln Sq. by shortening Route 225 and increasing frequency, and creating new Route 226 to provide connection between Columbian Sq. and Braintree
- 350** Provide new connection to Northwest Park
- 411** Provide faster and more reliable service between Malden and Kennedy Dr. during peak, resulting in only midday service to Jack Satter House
- 424** Provide faster, more reliable service from Boston to Lynn by terminating PM routing at Wonderland instead of Haymarket (AM already ends at Wonderland)
- 428** Provide faster and more reliable service between Lynn Fells Parkway and Haymarket via Saugus Center by ending route at Lynn Fells Parkway at Main St.
- 435** Provide more frequent Route 435 service along Boston and Euclid Ave. by shifting service from Pine Hill
- 441, 442, 448 & 449** Provide faster, more reliable service between Boston and the North Shore with all service starting and ending at Wonderland, and lower the express fare rate to a local fare
- 455 & 459** Provide faster and more reliable service between Boston and the North Shore with all service starting and ending at Wonderland (remove Route 459 and reinvest in Route 455), and lower the express fare rate to a local fare
- 501, 502, 503 & 504**  The original proposal provided faster, more reliable service on Routes 501, 502, 503, and 504 between Watertown/Brighton and Boston by changing looping at Newton Corner. The revised proposal implements this proposed change only during the afternoon peak when 501/503 serves both sides of Newton Corner.
- SL2** Provide faster and more reliable service by removing Silver Line 2 service directly to the bus stop at 88 Black Falcon

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Introduction

Under the Better Bus Project (BBP) the MBTA released 47 budget-neutral proposals to update and modernize existing bus service on January 28, 2019 and made them available for public comment through March 13, 2019. During that time, MBTA staff engaged with municipal and state officials, stakeholders, and riders to describe the proposals and collect feedback. Information about the proposals was distributed online and in-person at a myriad of MBTA-hosted events, briefings with stakeholders, and conversations with riders.

Over six weeks of intensive public engagement around these near-term proposals, the MBTA had over 2,500 in-person interactions across about 75 meetings, briefings, and street teams and collected 3,500 discrete comments on the original 47 proposals. This feedback allowed the MBTA to consider some issues that had not previously been identified. As a result, the MBTA moved 36 of the proposals forward for implementation with some revisions, held 11 proposals for future consideration.

About the Proposals

All near-term change proposals are cost-neutral, which allows the MBTA to reinvest existing resources back into the system in a way that benefits the most riders. Implementation of the final 36 proposals will be done simultaneously with a multi-year investment strategy to complement these changes. The FY20 budget includes adding about 45 additional Bus Operators to the MBTA's top 40 routes/corridors by ridership to increase service outside of the peak period. The MBTA will also be focusing on priority infrastructure like bus lanes and transit signal priority along its highest ridership corridors.

The original 47 proposals were derived based on analysis and public feedback from 2018. At the beginning of the project in the Summer of 2018, the MBTA conducted extensive public outreach. The MBTA received public feedback indicating that customers prioritized improvements around frequency and reliability, and feedback from leadership to look at ways to do this without adding resources. MBTA staff then developed the original 47 proposals using five key principles for change to help achieve these goals: Keep Proposals Cost Neutral; Combine Similar Services; Minimize Route Variations; Shorten Unproductive Sections; and Strengthen Routes. The principles are detailed in Appendix A and the original 47 proposals are summarized in Appendix B. The final package of proposals was revised based on public outreach that occurred in the Winter/Spring of 2019.

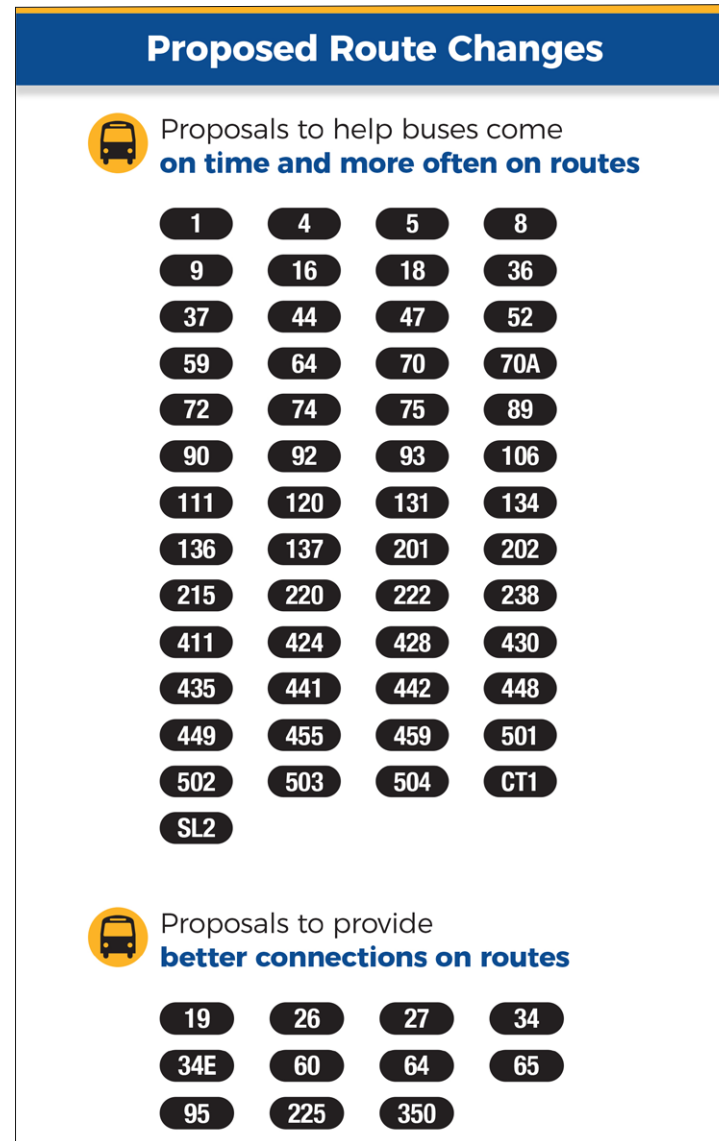


Figure 1. The original 47 proposals would affect 63 existing MBTA bus routes.


Dudley Station - Harvard Square

Route 1 & CT1

You asked for buses that come on **time & more often**

Our proposal

- Provide more frequent and reliable Route 1 service by combining Route CT1 and Route 1 into a single route
- Shorten the resulting route while maintaining service to Harvard Sq. and to Boston Medical Center



- 3** minute faster trip from Harvard for 774 (6%) Route 1 riders
- 1** minute shorter wait time for 4,423 (37%) Route 1 riders
- 19** new passenger hours saved each weekday

Access via the road to West Boston Medical Center

Better Bus Project Massachusetts Bay Transportation Authority

English


Dudley Station - Harvard Square

Ligne 1 & CT1

Vous avez demandé que les autobus soient **ponctuels et plus fréquents**

Notre proposition

- Assurer un service plus fréquent et fiable sur la Ligne 1 en combinant la Ligne CT1 et la Ligne 1 en une seule ligne
- Raccourcir la ligne qui en résultera, tout en continuant de desservir Harvard Sq. et le Boston Medical Center



- 3** minutes de trajet en moins à partir de Harvard pour 774 (6 %) usagers de la Ligne 1
- 1** minute d'attente en moins pour 4,423 (37 %) usagers de la Ligne 1
- 19** nouvelles heures de passagers économisées chaque jour de semaine

Accès via l'avenue au sud de Boston Medical Center

Better Bus Project Massachusetts Bay Transportation Authority

French


Dudley Station - Harvard Square

Wout 1 ak CT1

Ou te mande pou bis yo rive **alè ak pi souvan**

Pwopozisyon nou an

- Ofri sèvis Wout 1 souvan ak pi fyab, nan kombinè Wout CT1 ak Wout 1 nan yon sèl wout
- Rakourci wout ki rete an epi kenbe sèvis la nan Harvard Sq. ak nan Boston Medical Center



- 3** bis ki sot Harvard pou 774 (6%) pasaje sou Wout 1
- 1** minit anmwen nan tan datant pou 4,423 (37%) pasaje sou Wout 1
- 19** nouvo edtan pasaje ki ekonomize chak jou lasemèn

Akèk a sou ou nan menm lè ou soti nan Boston Medical Center

Better Bus Project Massachusetts Bay Transportation Authority

Haitian Creole


Dudley Station - Harvard Square

Rota 1 e CT1

Você pediu que os ônibus passassem **no horário e com mais frequência**

Nossa proposta

- Fornecer um serviço mais frequente e confiável na Rota 1, combinando a Rota CT1 e a Rota 1 em uma única rota
- Encurtar a rota resultante, mantendo o serviço para Harvard Sq. e para o Boston Medical Center



- 3** viagem três minutos mais rápida de Harvard para 774 (6%) usuários da Rota 1
- 1** tempo de espera um minuto mais curto para 4.423 (37%) usuários da Rota 1
- 19** 19 novas horas de passageiros economizadas em todos os dias úteis

Mantido o acesso ao lado oeste do Boston Medical Center

Better Bus Project Massachusetts Bay Transportation Authority

Portuguese

Dudley Station (達德利站) - Harvard Square (哈佛廣場)

1號線和CT1線

您要求公車**準時到站**並提供**更多班次**

我們的建議

- 把CT1線和1號線合併為單一的路線，以提供更頻繁、更可靠的1號線服務
- 縮短合併後的路線，同時維持到 Harvard Sq. (哈佛廣場) 和到 Boston Medical Center (波士頓醫療中心) 的服務



- 3** 為 774 名 (6%) 1 號線的乘客縮短 3 分鐘從哈佛出發的行程
- 1** 為 4,423 位 (37%) 1 號線的乘客縮短 1 分鐘的等候時間
- 19** 每個工作日節省 19 小時的新增乘客時間

維持前往波士頓醫療中心 的服務

Better Bus Project Massachusetts Bay Transportation Authority

Simplified Chinese

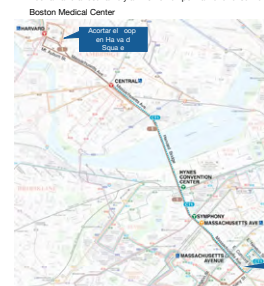
Estación Dudley - Harvard Square

Ruta 1 & CT1

Usted pidió autobuses que lleguen **puntualmente y con mayor frecuencia**

Nuestra propuesta

- Ofrecer un servicio más frecuente y fiable para la Ruta 1 al combinar la Ruta CT1 y la Ruta 1 en una única ruta
- Acorotar la ruta resultante y al mismo tiempo mantener el servicio hacia Harvard Sq. y hacia Boston Medical Center



- 3** minutos menos de viaje desde Harvard para 774 usuarios de la Ruta 1 (6 %)
- 1** minuto menos de espera para 4,423 usuarios de la Ruta 1 (37 %)
- 19** nuevas horas ahorradas por los pasajeros cada día de la semana (de lunes a viernes)

Se mantendrá el acceso hacia el zona oeste del Boston Medical Center

Better Bus Project Massachusetts Bay Transportation Authority

Spanish


Dudley Station (達德利站) - Harvard Square (哈佛廣場)

1號線和CT1線

您要求公車**準時到站**並提供**更多班次**

我們的建議

- 把CT1線和1號線合併為單一的路線，以提供更頻繁、更可靠的1號線服務
- 縮短合併後的路線，同時維持到 Harvard Sq. (哈佛廣場) 和到 Boston Medical Center (波士頓醫療中心) 的服務



- 3** 為 774 位 (6%) 1 號線的乘客縮短 3 分鐘從哈佛出發的行程
- 1** 為 4,423 位 (37%) 1 號線的乘客縮短 1 分鐘的等候時間
- 19** 每個工作日節省 19 小時的新增乘客時間

維持前往波士頓醫療中心 的服務

Better Bus Project Massachusetts Bay Transportation Authority

Traditional Chinese


Dudley Station - Harvard Square

Tuyến 1 & CT1

Quý vị đã yêu cầu các chuyến xe buýt đến **đúng giờ & thường xuyên hơn**

Đề xuất của chúng tôi

- Cung cấp dịch vụ Tuyến 1 thường xuyên và đáng tin cậy hơn bằng cách kết hợp Tuyến CT1 và Tuyến 1 thành một tuyến duy nhất
- Thu ngắn tuyến được kết hợp trong khi duy trì dịch vụ đến Harvard Square và đến Boston Medical Center



- 3** Giảm 3 phút thời gian chuyển đi từ Harvard cho 774 (6%) hành khách trên Tuyến 1
- Giảm **1** phút thời gian chờ cho 4.423 (37%) hành khách đi Tuyến 1
- Tiết kiệm **19** giờ đi chuyển của hành khách mỗi một ngày thường trong tuần

Duy trì đường vào phía tây của Boston Medical Center

Better Bus Project Massachusetts Bay Transportation Authority

Vietnamese

Figure 2. The MBTA produced a one-page (front and back) document for each of the original 47 proposals, available in eight different languages. Each included a description of the proposed change, aggregated information about the customer impact, a map, an explanation of why the MBTA believes in the changes and who would be impacted, trade-offs, and how to get more information or provide feedback online.

Public Outreach

It was essential for the MBTA to share the near-term proposals widely to educate riders and stakeholders of the potential benefits and impacts and collect feedback. The MBTA also wanted to assess whether riders and stakeholders thought the changes went too far or did not go far enough, and identify any impacts that staff were not aware of. Over six weeks of public engagement, the project team had over 2,500 in-person interactions across about 75 meetings and briefings. We collected over 3,500 discrete comments on the near-term proposals through these meetings and the online feedback form.¹

Materials

Reports

The MBTA released the [State of the Bus System](#) and the [Market Analysis](#) reports on January 28, 2019. The State of the Bus System reviewed existing bus service, ridership, and service gaps. The Market Analysis evaluated the underlying population, employment, and demand for transit in the MBTA service area.

Route Profiles

The MBTA created a “[Route Profile](#)” for all 180 bus routes in the transit network, including those not affected by the 47 near-term proposals. These extensive documents analyze the route’s performance, and the challenges it faces.

Proposals

The MBTA produced a [one-page \(front and back\) document](#) for each of the original 47 proposals. The front page included a description of the proposed change, aggregated information about the customer impact, and a map that visualized the proposed change. The back page listed why the MBTA believes in these changes and who would be impacted, trade-offs, and how to get more information, access to translated versions, and provide feedback online.

Summary of Proposals Package

The MBTA developed a one-page summary of the original 47 proposals and their collective, system-wide impacts (see Figure 3). This was distributed at Open Houses, MBTA Community Meetings, and briefings with neighborhoods and stakeholders.

MBTA bus service could be much better.

Too many of our bus routes still fail to live up to our own standards. Through the Better Bus Project, we are changing that. Every day we’re finding new ways to improve the experiences of the people who use and ride our buses.

We started by listening to the needs and concerns of more than 3,000 riders we spoke with at bus stops, community meetings and online. The answer—more reliable bus service on more routes that run frequent service all day, not just during peak hours. So that is our mission.

System-wide Impact of Changes

- We have 47 proposals that affect 63 of our 180 routes
- Nearly 2,000 passenger hours saved each weekday, or 509,000 weekday hours a year
- We estimate these changes will result in 8,000 new bus riders every weekday, or over 2 million new riders a year
- 14,000 or 9% of weekday bus riders affected by these proposals will have a faster trip
- 32,500 or 20% of weekday bus riders affected by these proposals will have a shorter wait time
- 3,000 or 2% of weekday bus riders affected by these proposals will have to transfer who didn't before
- Only 0.2% of current riders would now be farther than 1/2 mile from transit services

We are making the existing system more efficient.

There was some long-overdue simplification to do. Consolidating duplicative routes, improving bus stop spacing. Eliminating route variations that exist but don't make sense anymore. We're preparing the system so that when we add more buses, more bus drivers and more bus service, we'll get much better service per dollar invested. To use a metaphor, we need to lay a better foundation before building a bigger house.

To do this step right we need your help.

We have 47 proposals to update and modernize existing routes. These are good and long-overdue changes. Taken together, they're laying the foundation for a bus network with more frequent, reliable service that provides better connectivity in Greater Boston. What we need is your feedback on them. With your help, we'll bring these changes to our board in April 2019. If approved, you'll start to see these changes take effect as early as fall of 2019.

betterbus.mbta.com



Proposed Route Changes

1 & CT1	Provide more frequent and reliable Route 1 service by combining Route CT1 and Route 1 into a single route
4	Provide more reliable service on Route 4 by bypassing Northern Ave. by staying on Seaport Blvd.
5 & 16	Add midday and Saturday service to JFK/UMass on Route 16 (currently only weekday peak). Route 5 is discontinued and partially replaced by Route 10 and more improved Route 16
8	Provide faster, more reliable service from Kenmore to UMass Boston by straightening Route 8
9	Provide a faster and more reliable Route 9 by straightening out Broadway Station routing to turn left on Dorchester Ave. in the inbound direction
18	Provide faster, more reliable service between Andrew and Ashmont by stopping on Dorchester Ave. and bypassing Fields Corner busway
19	Extend midday service (currently peak only) to Kenmore and Longwood Medical Area (LMA), creating an all-day connection between Dorchester, LMA and Green Line
26 & 27	Improve neighborhood connectivity between Ashmont, Codman Sq. and Mattapan by changing routing of Routes 26 and 27
34 & 34E	Combine Routes 34E and Route 34 into a single route that provides new service to Legacy Place on Route 34, and reduces the number of route variations
36	Provide a more consistent travel pattern on Route 36 by reducing the number of route variations and providing more frequent service to VA Medical Center/Hospital
37	Provide faster, more reliable service on Route 37 by reducing the number of route variations
44	Provide a more consistent Route 44 by shifting outbound evening and weekend service from Dudley St. to Malcolm X Blvd.
47	Provide more direct service to decrease travel times and improve frequency and reliability
52	Provide faster and more reliable service that extends more trips to Dedham Mall
59	Double the bus frequency on the busy Needham St. section of Route 59
60	Improve connections and reliability by providing new service to Chestnut Hill Square (office/retail destination) by adding stop and shortening route
64	Proposal #1: Extend midday service (currently peak only) to Kendall Sq., creating an all-day connection between Allston/Brighton and Kendall Sq. and shift some service from Broadway to Main St. Proposal #2: Provide faster service by shifting route from Hobart St. to Brooks St.
65	Provide new connection from Brighton Center and Brookline to Orange Line while maintaining access to Longwood Medical Area
70 & 70A	Improve Route 70 frequency and reliability between Waltham and Central Sq. while modifying Route 70A to only operate between North Waltham and Waltham Center, with easier-to-understand routing and new Sunday service
72, 74, & 75	Run straighter, faster and more frequent Routes 74 and Route 75, and operate Route 72 as a peak-only service with Route 75 now serving Huron Ave. all weekdays/Saturdays
89	Double the bus frequency between Broadway/Winter Hill to the Red Line by removing Route 89 service from Clarendon Hill, but maintaining community connections on Routes 87 and 88
90	Provide more frequent and faster service between Davis and Assembly Sq., ending route at Assembly Square Mall
92	Provide more frequent and reliable Route 92 service between Haymarket and Sullivan Sq. by removing Route 92 service to Assembly Sq. (transfer is available via Orange Line)
93	Provide faster service between Haymarket and Sullivan Sq. by removing service around the Navy Yard
95	Provide new service connecting Arlington Center, Medford Sq. and Sullivan Sq. by removing service to West Medford along Playstead Rd.
106	Provide more frequent Route 106 service on Salem and Main St. and simplify route
111	Provide faster and more reliable service to Route 111 by removing service on Park Ave., with connection remaining via Route 110
120	Provide faster and more reliable service on Route 120 by removing loop around Central Sq. in East Boston, maintaining a bus stop to access Liberty Plaza from Meridian St.
131, 136, & 137	Provide faster and more reliable service, connecting Reading, Wakefield, and Oak Grove Remove Route 136/137 service between Oak Grove and Malden
134	Provide faster and more direct service to Wellington by shifting Commercial St./Courthouse service to Riverside Ave.
201 & 202	Provide faster and more reliable weekend service to Ashmont and Shawmut neighborhoods by eliminating weekend service to Quincy (Route 210 continues to provide Saturday service)
215	Simplify Route 215 service by removing a single early-morning route variation and carrying riders to Ashmont instead of North Quincy
220	Provide faster and more reliable service between Quincy Center and Hingham Depot
222	Provide faster and more reliable midday service by shifting Route 222 service from Essex St. to North and Middle St.
225	Provide new connection between Braintree and Columbian Sq. via Lincoln Sq. by shortening Route 225 and increasing frequency, and creating new Route 226 to provide connection between Columbian Sq. and Braintree
238	Make Route 238 faster and more reliable between Quincy Adams and Holbrook/Randolph by removing service between Quincy Center and Quincy Adams
350	Provide new connection to Northwest Park
411	Provide faster and more reliable service between Malden and Kennedy Dr. during peak, resulting in only midday service to Jack Satter House
424	Provide faster, more reliable service from Boston to Lynn by terminating PM routing at Wonderland instead of Haymarket (AM already ends at Wonderland)
428	Provide faster and more reliable service between Lynn Falls Parkway and Haymarket via Saugus Center by ending route at Lynn Falls Parkway at Main St.
430	Provide faster, more reliable service between Malden and Saugus Center via Square One by removing service to Cliftondale Sq. and Saugus Iron Works
435	Provide more frequent Route 435 service along Boston and Euclid Ave. by shifting service from Pine Hill
441, 442, 448, & 449	Provide faster, more reliable service between Boston and the North Shore with all service starting/ending at Wonderland (remove Route 459 and reinvest in Route 455), and lower the express fare rate to a local fare
455 & 459	Provide faster, more reliable service between Boston and the North Shore with all service starting/ending at Wonderland (remove Route 459 and reinvest in Route 455), and lower the express fare rate to a local fare
501, 502, 503, & 504	Provide faster, more reliable service on Routes 501, 502, 503, and 504 between Watertown/Brighton and Boston by changing looping at Newton Corner
SL2	Provide faster and more reliable service by removing a Silver Line 2 variant serving a bus stop at 88 Black Falcon

Figure 3. The Summary of Proposals Package included a list of all routes affected by the proposals and a brief description.

¹ Respondents could provide multiple comments if they chose to comment on multiple routes.

The summary included information about the original 47 cost-neutral proposals, the 63 affected routes, and an overview of how the original package of proposals would save passenger travel time, result in new bus rides, and create faster trips for many riders.

BBP Online Content

The MBTA continued to keep the Better Bus Project webpage (mbta.com/betterbus) updated with information about the project phases. The webpage received over 26,000 page views between when the Open Houses were announced on January 15, 2019 and when the comment form closed on March 13, 2019. To house the proposal documentation, the MBTA developed a stand-alone website (betterbus.mbta.com) for the public comment period that was linked from the MBTA project page². For those interested in how the data was formulated for each proposal, the MBTA wrote a blog post (mbtabackontrack.com/blog/96) describing how we performed the technical evaluation to understand the benefits and impacts to our customers of each proposal.

Opportunities for Feedback

Online Feedback Form

In addition to accepting general comments, the MBTA invited stakeholders to complete feedback forms online or in-person about the original 47 proposals. Individuals were asked to rate their level of support for each proposal on a five-point scale – from “strongly support” (5) to “strongly oppose” (1) – and to indicate how frequently they ride the particular route. The online feedback form provided a space for respondents to comment on routes that were not affected by the original 47 proposals, as well as a final question for other open-ended feedback, which MBTA Service Planning is reviewing for future consideration. A total of 2,854 respondents completed the online feedback form³. Questions from the online form were also on the paper worksheets distributed at in-person meetings and events (see [In-Person Events](#)).

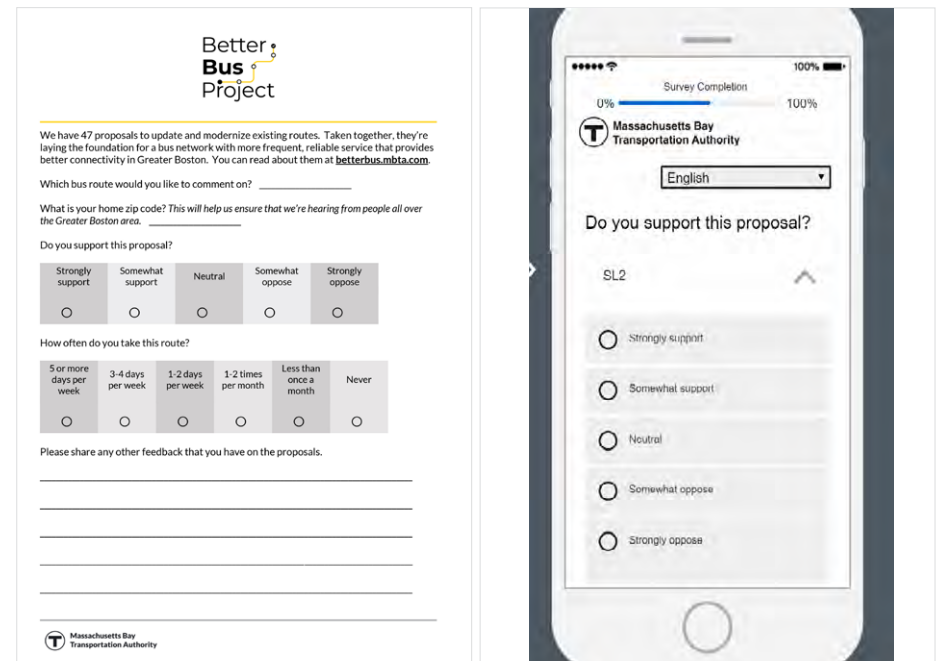


Figure 4. In an online feedback form and on a worksheet available at various events, respondents were asked to indicate their level of support for each proposal on a 5-point scale.

²The State of the System and Market Analysis reports, Route Profiles, Proposal One-pagers, Summary Document, and link to the online feedback form were all available on the standalone website. The most visited route proposal pages on that website were the Route 1 & CT1; Silver Line SL2; Route 70 & 70A; Route 47; Route 51; Route 501, 502, 503 & 504; Route 89; and Route 72, 74 & 75.

³The number of overall comments is larger than the number of online respondents, as individual respondents could leave feedback on multiple routes.

HAYMARKET HAYMARKET ↓ TO TRAINS ↓



We're making bus service better for you.

Welcome to the Better Bus Project. We are sharing proposed changes that are the first step in our efforts to improve bus service and the system as a whole.

We welcome your observations, insights and opinions. With your input, we can create the systems you need. mbta.com/betterbus

T Massachusetts Bay Transportation Authority
BUS MBTA
OUTFRONT

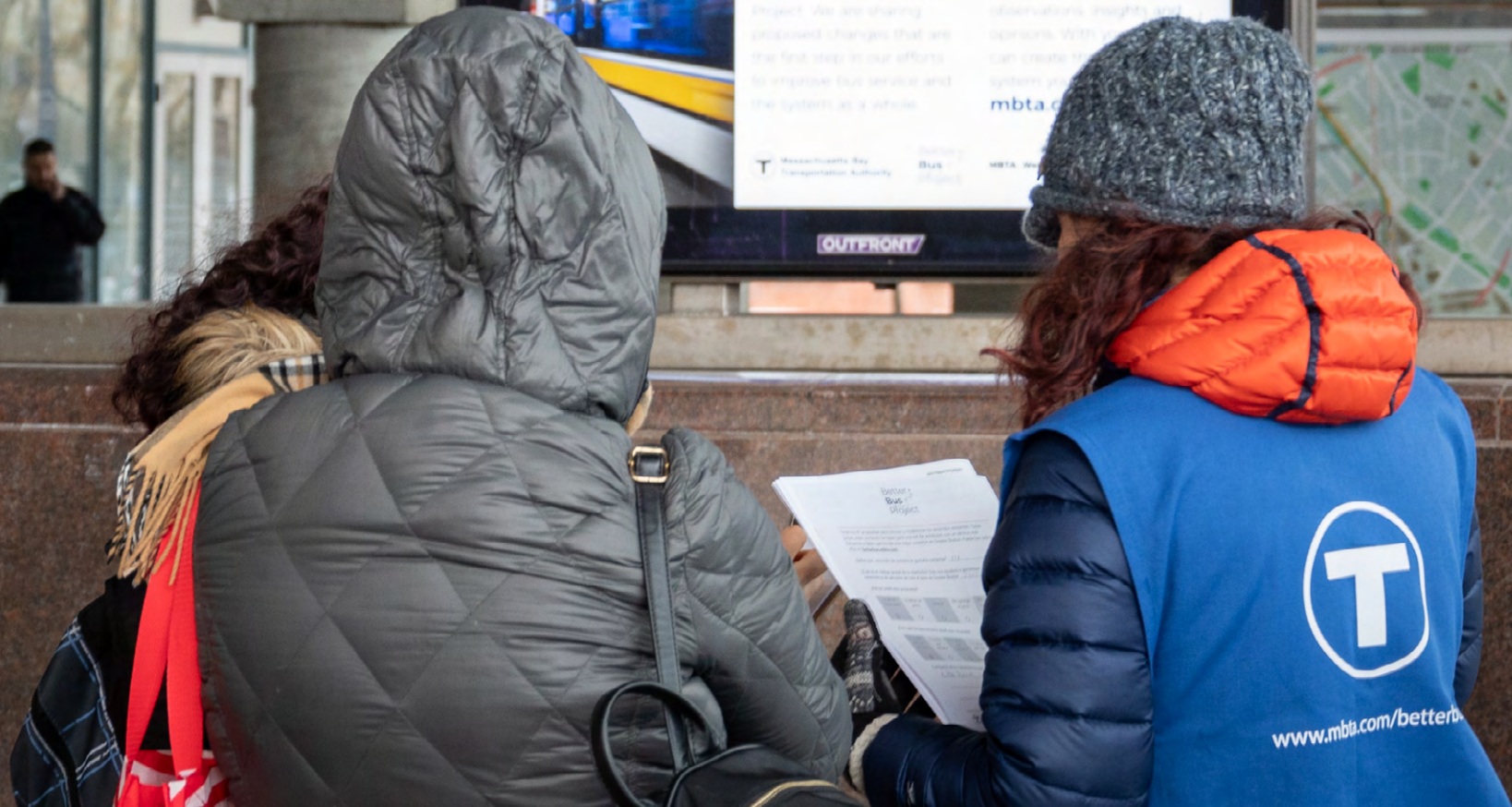
PHONES 111, 426, 450, 608

426 Central Sq, Lynn via Linden Sq, & Clifton Sq

450 Salem Depot via Western Ave. & Highland Ave.

608 Green Center

NO SMOKING



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Better Bus Project Our Proposals

Select Language

OUR GOAL

Better bus service


Through the Better Bus Project, we're finding new ways to improve the experiences of people who ride our buses.

[Read the Proposals](#)

We started by listening to the needs and concerns of more than 3,000 riders at bus stops, community meetings, and online. What they asked for: more reliable service on more routes that run frequently all day, not just during peak hours.

With that objective in mind, we've come up with [47 proposals to update and modernize existing routes](#). These are good and long-overdue changes. Taken together, they lay the foundation for a bus network with more frequent and reliable service—and one that provides better connectivity in Greater Boston.

What we need is your feedback. With your help, we'll bring these changes to our board in April 2019. If they're approved, the changes will begin to take effect as early as the fall of 2019.



Why We're Doing This

We haven't made significant changes to the bus network in almost a decade. And, in that time, travel patterns have changed and traffic has only gotten worse.

With the Better Bus Project, we're trying to ensure that existing resources and upcoming investments are helping the most people and doing the most good.

[Read more about the Better Bus Project](#)

Silver Line SL2

Proposal

Our proposed changes for this route to come on time and more often.

- [View the proposal \(English\)](#)
- [View the proposal \(Spanish\)](#)
- [View the proposal \(French\)](#)
- [View the proposal \(Simplified Chinese\)](#)
- [View the proposal \(Traditional Chinese\)](#)
- [View the proposal \(Vietnamese\)](#)
- [View the proposal \(Haitian Creole\)](#)
- [View the proposal \(Portuguese\)](#)

Route Profile

An analysis of this route's performance, the challenges it faces, and how those challenges might be addressed.

[View the route profile \(English\)](#)

[Give Us Feedback](#)

Back to mbta.com

Better Bus Project Our Proposals

Our Proposals

Summary

In the document below, you'll find a one-page summary of all 47 proposals and their collective, system-wide impacts.

[View the summary document.](#)

Details

The buttons below link to every route in the MBTA network.

For each route, we've created a "Route Profile"—an analysis of the route's performance, the challenges it faces, and how those challenges might be addressed.

The buttons in dark blue link to the 63 routes that are affected by our 47 proposals for updates and modernization. The buttons in white link to the routes that aren't directly affected by any of our proposals.

Silver Line

SL1 **SL2** SL3 SL4 SL5

Crosstown

CT1 CT2 CT3

1-49

1 **4** **5** 7 **8**
 9 10 11 14 15

Figure 5. The standalone website, linked from the Better Bus Project webpage, featured an overview of the proposals, a Route Profile for each bus route, and other project documents.

In-Person Events

The Better Bus Project organized and participated in a wide-range of in-person events with different formats including Open Houses, Street Teams, Briefings, and Community Meetings. All in-person events featured paper worksheets, available in multiple languages, that could be turned in to staff at the event, submitted via email, or sent by US mail. A total of 246 worksheets were submitted through these events.

More information about the in-person events can be found in [Appendix C – In-Person Event Details](#). A complete list of public outreach events can be found in [Appendix E – Master List of Public Outreach Events](#).

Table 1. Interactions at in-person events.

Type of Event	Number of Meetings	Number of Interactions ⁴
MBTA Community Meetings	8	326
Open Houses (at stations)	7	1,336
Street Teams (at stations)	6	925
Briefings ⁵	51	446 (estimated)
TOTAL	74	2,989

Open Houses

The Better Bus Project hosted seven Open Houses at City Hall Plaza and key bus stations over six weeks in late January through early March 2019. These locations were prioritized to reach bus riders impacted by the original 47 proposals. Some Open Houses were held on-board a parked bus at the berth, others were hosted at an informational table in the station foyer, and one Open House employed both formats. The Open House format combined the effectiveness of the Street Teams that find riders where they already are waiting for a bus, and the volume of information and staff available at a public meeting. At stations that could accommodate an extra bus parked at a berth, the Open House provided a warm place where customers could speak to staff, learn about the proposals, take information materials with them, and provide feedback.

⁴Number of interactions includes attendees at MBTA Community Meetings and Open Houses, plus distributions of materials to riders at Open Houses and Street Teams.

⁵Includes 29 in person meetings, 13 coordination phone calls, and 6 emails.



Figure 6. Seven Open Houses were held on Boston City Hall Plaza and at key MBTA bus stations over six weeks in late January through early March 2019. Some events were held on-board a bus, while others were hosted at a table in the station foyer.

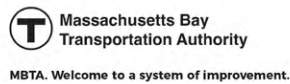
Street Teams

Members of the project team staffed six Street Teams at key bus stations. Street Teams distributed informational booklets about the proposed near-term changes and the dates and locations of upcoming Open Houses and MBTA Community Meetings.



Too many of our bus routes still fail to live up to our own standards. Through the Better Bus Project, we are changing that. Every day we're finding new ways to improve the experiences of the people who use and ride our buses.

Inside you'll find proposed changes that are the first step in our efforts to improve bus service and the system as a whole. We welcome your observations, insights and opinions. With your help, we can create the transportation system you deserve.



Proposed Route Changes

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

Upcoming Meetings

Join us at one of our Open Houses to review the proposals and provide feedback

Location	Date	Open House Times
Boston City Hall Plaza	Thursday, January 31	12:00 PM - 2:00 PM
Wonderland Station	Tuesday, February 5	4:00 PM - 6:00 PM
Haymarket Station	Wednesday, February 6	1:00 PM - 3:00 PM
Ashmont Station	Wednesday, February 13	4:30 PM - 6:30 PM
Sullivan Station	Tuesday, February 19	8:00 AM - 10:00 AM
Forest Hills Station	Wednesday, February 27	3:00 PM - 5:00 PM
Malden Center Station	Monday, March 4	4:00 PM - 6:00 PM

The Better Bus Project team will also be at upcoming MBTA Community Meetings featuring information stations on a number of initiatives

Location	Bus Hub	Date	Times
Bruce C. Bolling Municipal Building 2300 Washington St., Boston, MA	Dudley Square	Monday, February 4	6:00 PM - 8:00 PM
North Shore Community College 300 Broad St., Lynn, MA	Lynn Central Square	Thursday, February 7	6:00 PM - 8:00 PM
LOCATION CHANGE Chelsea Senior Center 119 Riley Way, Chelsea, MA	Chelsea	Tuesday, February 19	6:00 PM - 8:00 PM
Thomas Crane Public Library 40 Washington St., Quincy, MA	Quincy Center	Wednesday, February 20	6:00 PM - 8:00 PM
Tynan School 650 E 4th St., Boston, MA	South Boston	Monday, February 25	6:00 PM - 8:00 PM
Cambridge Rindge & Latin School 459 Broadway, Cambridge, MA	Harvard Square	Tuesday, February 26	6:00 PM - 8:00 PM
RESCHEDULED DUE TO WEATHER Watertown Police Department Community Room 552 Main St., Watertown, MA	Watertown	Monday, March 4	6:00 PM - 8:00 PM
State Transportation Building 10 Park Plaza, 2nd Floor, Boston, MA	Downtown Boston	Thursday, March 7	6:00 PM - 8:00 PM

To do this step right we need your help.

We have 47 proposals to update and modernize existing routes. These are good and long-overdue changes. Taken together, they're laying the foundation for a bus network with more frequent, reliable service that provides better connectivity in Greater Boston. **What we need is your feedback on them. With your help, we'll bring these changes to our board in April 2019.** If approved, you'll start to see these changes take effect as early as fall of 2019.

betterbus.mbta.com

The open house is accessible to people with disabilities and those with limited proficiency in English. Accessibility accommodations and language services will be provided free of charge, upon request, as available. Such services include documents in alternate formats, translated documents, assistive listening devices, and interpreters (including American Sign Language). For more information or to request a reasonable accommodation and/or language services, please email apoggenburg@reginavilla.com or call 617-357-5772 x26.

Front Cover

Inside Pages

Back Cover

Figure 7. Street Teams distributed informational booklets with a list of the routes affected by the proposed changes and information about upcoming meetings and how to provide feedback online.



Figure 8. Street Teams visited six bus stops and stations around the region to gather riders' feedback and ideas for improving their bus service. Project team members also talked to riders during various Open Houses at bus stops.

Briefings

The MBTA provided a variety of briefings for neighborhood groups, stakeholders, legislators, and municipalities to help share information and promote community and interagency collaboration. A complete list of briefings can be found in [Appendix F – Master List of Briefings](#).

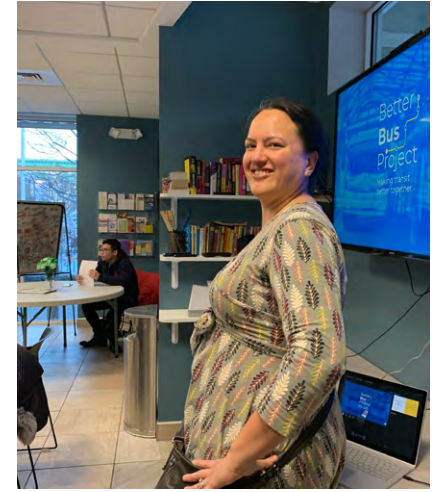


Figure 9. The Better Bus Project team coordinated with the Chinese Progressive Association and Cantonese interpreters to provide a briefing to bus riders in Charlestown.

MBTA Community Meetings

The MBTA held a series of 12 combined Community Meetings during the comment period. Eight of these open houses included three informational stations featuring the Better Bus Project, Automated Fare Collection 2.0, and the 2019 Fare Proposal. Appropriate MBTA and consultant staff members were available at each station to share project information, answer questions, and collect feedback from attendees.



Figure 10. The Better Bus Project engaged with participants at select MBTA Community Meetings between January and March 2019.

Ongoing Municipal and State Officials Outreach

MBTA staff continued regular coordination with municipal staff leading up to and throughout the comment period. Through meetings, phone calls and emails, staff reviewed the proposals in detail, discussed outreach methods and locations, and brainstormed ideas for how to best target affected riders and communicate the proposals. MBTA staff had meetings and phone calls with staff of jurisdictions with the majority of ridership impacts.

Promotion of Near-Term Proposals

The MBTA publicized the original 47 near-term proposals, Better Bus Project events, and the comment period on the proposals through a variety of online and print channels.

Detailed documentation about how these proposals were promoted can be found in [Appendix D](#) – Promotion of Near-Term Proposals.



Figure 11. The MBTA placed car cards on all buses to promote the Better Bus Project proposals and website

 **BostonTransportation**
@BostonBTD

Follow

Want to learn more about the @MBTA Better Bus Project? Join them today until 2 p.m. on city hall plaza and learn about the proposed changes. Your comments and suggestions are appreciated. Thanks to Sarah from @MBTA for showing us around.



9:48 AM - 31 Jan 2019 from Boston, MA

7 Retweets 21 Likes



New Urban Mechanics and MBTA

1 7 21

 **Down in Watertown**
@DownInWatertown

Follow

The #mbta #betterbusproject is proposing to modify #Watertown's 502/504 route to not stop at Center St outbound to avoid the unnecessary clogged Newton loop on the commute home. This is way more efficient and will benefit most riders! Add your support at mbta.com!

7:21 AM - 22 Feb 2019



© 2019 Twitter About Help Center Terms Privacy policy Cookies Ads info

Figure 12. The project received a significant amount of social media coverage from local municipalities and organizations.

Feedback Received

The MBTA reviewed all feedback received on the project in order to develop final recommendations on which proposals should be implemented. In addition to accepting general comments via email and through letters, individuals could complete forms both [online](#) and [in-person](#) about the original 47 proposals.

Table 2. Comments Received.

Type of Feedback	Number of Comments Received During Comment Period
Online Feedback Form	2,854
Emails/Letters	123
Worksheets ⁶	246

Individuals were asked to rate their level of support for each proposal on a 5-point scale, from “strongly support” (5) to “strongly oppose” (1). The MBTA received over 3,500 discrete comments/ratings of the proposals during the comment period. When the results of both online and in-person feedback were tallied, the average rating of about 30 proposals was neutral (3) or higher ([see Figure 13 and Appendix G](#)).

In addition to reviewing the ratings of each proposal, MBTA staff also reviewed all open-ended comments provided for the original 47 route proposals to better understand the feedback provided. Common themes through much of the feedback included:

- The importance of maintaining busway access as much as possible.
- Ensuring accessibility is not lost, but either met or improved.
- While there is support for additional connectivity and longer service on routes, there is unwillingness to trade off frequency to achieve this.
- All proposed changes should be considered with the awareness of key neighborhood changes, including construction projects, school closings, and new housing developments.

⁶Received from Open Houses, Community Meetings, and Neighborhood Briefings

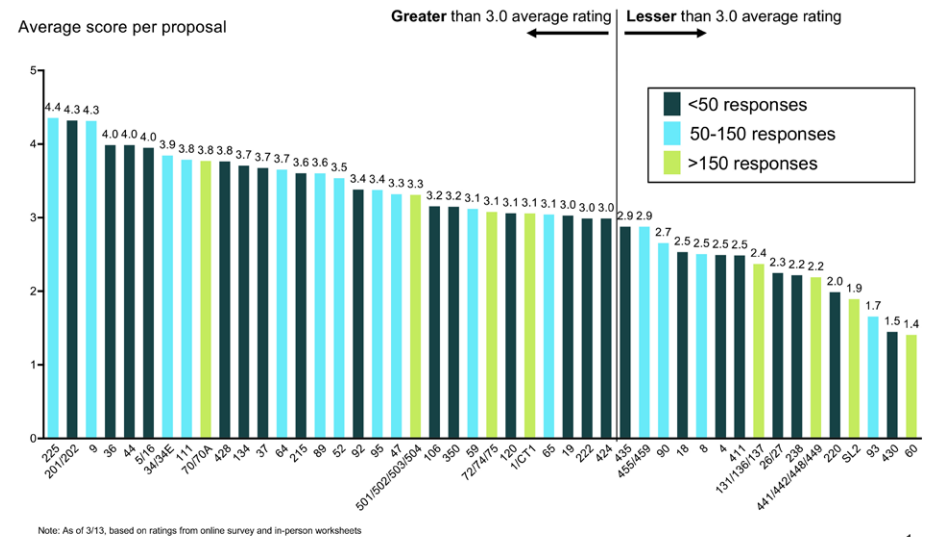


Figure 13. Average Feedback Rating by Proposal (March 2019)

Analysis and Recommendations



Staff then re-analyzed each of the original 47 route proposals to form final recommendations using multiple principles and criteria. Based on a detailed review of each comment received, staff identified why some proposals received lower scores. In some cases, lower feedback scores were driven by opposition to the entire concept, but in others, there were concerns about implementation. For example, some comments indicated that respondents may be willing to support a proposal if other changes, such as the addition of a crosswalk near a new bus stop location, were made. Staff used the following principles for this analysis:




- Net positive feedback (average score as well as distribution)
- Ridership representation (ratio of commenters to route riders)
- Safety considerations
- Accessibility considerations
- Loss of direct service
- Staff used the following principles for this analysis:
- Equity and populations affected


Final Package of Near-Term Changes to Bus Service

The MBTA's FMCB approved a final package of 36 near-term changes to bus service in May 2019. These changes included 27 (of 47) of the original proposals and 9 (of 47) proposals with modifications based on public input. The majority of the FMCB approved changes will be implemented in the Fall of 2019 and Winter of 2020, with a few additional changes occurring later pending continued coordination with outside public and private entities. These changes will provide more frequent and reliable service, and a small number of new connections, across 50 existing bus routes.

Final Package of Near-Term Changes to Bus Service, Adopted May 2019

- 1 & CT1** Provide more frequent and reliable Route 1 service by combining Route CT1 and Route 1 into a single route
- 4** Provide more reliable service on Route 4 by bypassing Northern Ave. by staying on Seaport Blvd.
- 5 & 16** Add midday and Saturday service to JFK/UMass on Route 16 (currently only weekday peak). Route 5 is discontinued and partially replaced by Route 10 and improved Route 16 service.
- 9** Provide a faster and more reliable Route 9 by straightening out Broadway Station routing to turn left on Dorchester Ave. in the inbound direction
- 34 & 34E** Combine Route 34E and Route 34 into a single route that provides new service to Legacy Place on Route 34, and reduce the number of route variations
- 35**  Similar to the changes to Route 34 and Route 52, coordinate changes to provide similar service at Dedham Mall (provide service at Stop & Shop only and remove stop at Old Navy)
- 36**  The original proposal was to provide a more consistent travel pattern on Route 36 by reducing the number of route variations and providing more frequent service to VA Medical Center/ Hospital. The revised proposal changes the terminus of the outer route from Millennium Park to VA Medical Center due to school closure.
- 37** Provide faster, more reliable service on Route 37 by reducing the number of route variations

- 44** Provide a more consistent Route 44 by shifting outbound evening and weekend service from Dudley St. to Malcolm X Blvd.
- 52** Provide faster and more reliable service that extends more trips to Dedham Mall by removing a number of route variations
- 59**  The original proposal was to double the bus frequency on the busy Needham St. section of Route 59. The revised proposal preserves some limited service to Eliot St.
- 60**  The original proposal improved connections and reliability by providing new service to Chestnut Hill Square (office/retail destination) by adding a stop and shortening the route. The revised proposal preserves the Chestnut Hill Mall stop while exploring adding a new stop at or near Chestnut Hill Square.
- 64** Provide faster service by shifting route from Hobart St. to Brooks St. in Boston. Consider creating new connections and providing faster service in Cambridge by extending midday service (currently peak only) to Kendall Sq. for an all-day connection between Allston/Brighton and Kendall Sq., and by shifting some service from Broadway to Main St. in Cambridge.
- 70 & 70A** Improve Route 70 frequency and reliability between Waltham and Central Sq. while modifying Route 70A to only operate between North Waltham and Waltham Center, with easier-to-understand routing and new Sunday service
- 72, 74, & 75** Run straighter, faster and more frequent Route 74 and Route 75, and operate Route 72 as a peak-only service with Route 75 now serving Huron Ave. on all weekdays and Saturdays
- 89**  The original proposal was to double the bus frequency between Broadway/Winter Hill to the Red Line by removing service from Clarendon Hill, but maintaining community connections on Routes 87 and 88. The revised proposal preserves some peak and school time service at Clarendon Hill.
- 90** The original proposal provided faster, more frequent service between Davis and Assembly Squares, with the route ending at Assembly Sq. The revised and approved proposal preserves the direct connection to Sullivan Sq. and terminates service at Assembly Sq.
- 92** Provide more frequent and reliable Route 92 service between Haymarket and Sullivan Sq. by removing Route 92 service to Assembly Sq. (transfer is available via Orange Line)

- 95**  The original proposal provided new service connecting Arlington Center, Medford Sq. and Sullivan Sq. by removing service to West Medford along Playstead Rd. The revised proposal will test potential demand by alternating trips between Arlington Center and Playstead Rd. (in West Medford) on all days and times.


- 106** Provide more frequent Route 106 service on Salem and Main St. and simplify route

- 111** Provide faster and more reliable service to Route 111 by removing service on Park Ave., with connection remaining via Route 110

- 120** Provide faster and more reliable service on Route 120 by removing the loop around Central Sq. in East Boston, maintaining a bus stop to access Liberty Plaza from Meridian St.

- 134** Provide faster and more direct service to Wellington by shifting Commercial St./Courthouse service to Riverside Ave.

- 201 & 202** Provide faster and more reliable weekend service to Ashmont and Shawmut neighborhoods by eliminating weekend service to Quincy (Route 210 continues to provide Saturday service)

- 220**  The original proposal provided faster and more reliable service between Quincy Center and Hingham Depot. The revised proposal does not eliminate the Hingham Loop entirely, but reduces the number of trips while still serving the particular times needed by the school.

- 222** Provide faster and more reliable midday service by shifting Route 222 service from Essex St. to North and Middle St.

- 225** Provide new connection between Braintree and Columbian Sq. via Lincoln Sq. by shortening Route 225 and increasing frequency, and creating new Route 226 to provide connection between Columbian Sq. and Braintree

- 350** Provide new connection to Northwest Park

- 411** Provide faster and more reliable service between Malden and Kennedy Dr. during peak, resulting in only midday service to Jack Satter House


- 424** Provide faster, more reliable service from Boston to Lynn by terminating PM routing at Wonderland instead of Haymarket (AM already ends at Wonderland)

- 428** Provide faster and more reliable service between Lynn Fells Parkway and Haymarket via Saugus Center by ending route at Lynn Fells Parkway at Main St.

- 435** Provide more frequent Route 435 service along Boston and Euclid Ave. by shifting service from Pine Hill

- 441, 442, 448 & 449** Provide faster, more reliable service between Boston and the North Shore with all service starting and ending at Wonderland, and lower the express fare rate to a local fare

- 455 & 459** Provide faster and more reliable service between Boston and the North Shore with all service starting and ending at Wonderland (remove Route 459 and reinvest in Route 455), and lower the express fare rate to a local fare

- 501, 502, 503 & 504**  The original proposal provided faster, more reliable service on Routes 501, 502, 503, and 504 between Watertown/Brighton and Boston by changing looping at Newton Corner. The revised proposal implements this proposed change only during the afternoon peak when 501/503 serves both sides of Newton Corner.

- SL2** Provide faster and more reliable service by removing Silver Line 2 service directly to the bus stop at 88 Black Falcon



Proposals Advanced with No Changes

Twenty-seven proposals were recommended for implementation as originally conceived: CT1/1; SL2; 4; 5/16; 9; 34/34E; 37; 44; 52; 64; 70/70A; 72/74/75; 92; 106; 111; 120; 134; 201/202; 222; 225; 350; 411; 424; 428, 435; 441/442/448/449; and 455/459.

Amended Proposals

As a result of the public feedback and deeper analysis, the MBTA modified nine of the proposals: 36; 59; 60; 89; 90; 95; 220; 501/502/503/504; 35 (new). The modified proposals included one new proposal (Route 35) and those changes are summarized in the [Executive Summary](#) and the [Final Package of Near-Term Changes to Bus Service](#).

Proposals Held for Future Consideration

The MBTA removed 11 proposals from the final package that was considered by the FMCB. Through the public process, we realized that these 11 proposals needed further evaluation and potential outreach, and could be reconsidered for implementation in the future. The proposals that did not move forward were: 8; 18/ 19; 26/27; 47; 65; 93; 131/136/137; 215; 238; and 430.

Revised Equity Analysis

The MBTA also coordinated with the Central Transportation Planning Staff (CTPS) to evaluate the final package of proposed changes in aggregate. [The Equity Analysis](#) evaluated the change to revenue hours and change in route length and found that there was no disparate impact or disproportionate burden on minority or low-income populations.

Implementation and Next Steps

Implementation

Now that the near-term changes have been approved for implementation, the MBTA is sequencing its implementation. Some of the changes are dependent on working with municipal partners and other third parties to make improvements, like new bus stops, bus turnarounds, and making new stops and the path accessible.

The bulk of the route changes will occur in the Fall 2019 and Winter 2020 service changes. Remaining changes that still require working with external partners will be implemented once improvements are made. As the Fall 2019, Winter 2020, and subsequent service changes approach, the MBTA will begin to communicate detailed changes to riders ahead of implementation.

Next Steps

The MBTA has also been working with the FMCB to secure funding for future, long-term changes to the bus network. Implementation of the final 36 proposals will be done simultaneously with an initial investment in the FY20 budget of an additional 45 Bus Operators to support off-peak service on the MBTA's top 40 routes/corridors. The MBTA will also be focusing on priority infrastructure like bus lanes and transit signal priority along its highest ridership corridors.

The MBTA will also be looking at how it can redesign the entire bus network to reliably and efficiently serve the largest number of current and future riders, while also addressing inequities in transit access throughout the region.



PHILIPPS



Appendix A – Proposed Near-Term Changes: Principles for Change



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.

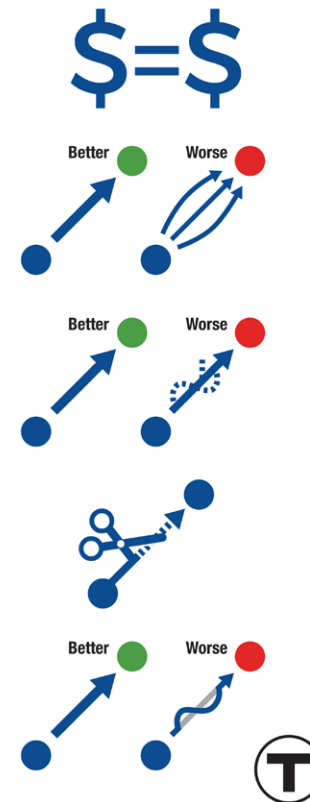


Figure 14. Five key principles guided MBTA staff in developing the original 47 proposals.

Appendix B – Original 47 Near-Term Proposals to Improve Bus Service

1 & CT1	Provide more frequent and reliable Route 1 service by combining Route CT1 and Route 1 into a single route	52	Provide faster and more reliable service that extends more trips to Dedham Mall
4	Provide more reliable service on Route 4 by bypassing Northern Ave by staying on Seaport Blvd.	59	Double the bus frequency on the busy Needham St. section of Route 59
5 & 16	Add midday and Saturday service to JFK/UMass on Route 16 (currently only weekday peak). Route 5 is discontinued and partially replaced by Route 10 and more improved Route 16	60	Improve connections and reliability by providing new service to Chestnut Hill Square (office/retail destination) by adding a stop and shortening the route
8	Provide faster, more reliable service from Kenmore to UMass Boston by straightening Route 8	64	Proposal #1: Extend midday service (currently peak only) to Kendall Sq., creating an all-day connection between Allston/Brighton and Kendall Sq., and shift some service from Broadway to Main St. Proposal #2: Provide faster service by shifting route from Hobart St. to Brooks St.
9	Provide a faster and more reliable Route 9 by straightening out Broadway Station routing to turn left on Dorchester Ave. in the in-bound direction	65	Provide new connection from Brighton Center and Brookline to Orange Line while maintaining access to Longwood Medical Area
18	Provide faster, more reliable service between Andrew and Ashmont by stopping on Dorchester Ave. and bypassing Fields Corner busway	70 & 70A	Improve Route 70 frequency and reliability between Waltham and Central Sq. while modifying Route 70A to only operate between North Waltham and Waltham Center, with easier-to-understand routing and new Sunday service
19	Extend midday service (currently peak only) to Kenmore and Longwood Medical Area (LMA), creating an all-day connection between Dorchester, LMA and Green Line	72, 74 & 75	Run straighter, faster and more frequent Route 74 and Route 75, and operate Route 72 as a peak-only service with Route 75 now serving Huron Ave. all weekdays/ Saturdays
26 & 27	Improve neighborhood connectivity between Ashmont, Codman Sq. and Mattapan by changing routing of Routes 26 and 27	89	Double the bus frequency between Broadway/Winter Hill to the Red Line by removing Route 89 service from Clarendon Hill, but maintaining community connections on Routes 87 and 88
34 & 34E	Combine Route 34E and Route 34 into a single route that provides new service to Legacy Place on Route 34, and reduces the number of route variations	90	Provide more frequent and faster service between Davis and Assembly Sq., ending route at Assembly Square Mall
36	Provide a more consistent travel pattern on Route 36 by reducing the number of route variations and providing more frequent service to VA Medical Center/ Hospital	92	Provide more frequent and reliable Route 92 service between Haymarket and Sullivan Sq. by removing Route 92 service to Assembly Sq. (transfer is available via Orange Line)
37	Provide faster, more reliable service on Route 37 by reducing the number of route variations	93	Provide faster service between Haymarket and Sullivan Sq. by removing service around the Navy Yard
44	Provide a more consistent Route 44 by shifting outbound evening and weekend service from Dudley St. to Malcolm X Blvd.	95	Provide new service connecting Arlington Center, Medford Sq. and Sullivan Sq. by removing service to West Medford along Playstead Rd.
47	Provide more direct service to decrease travel times and improve frequency and reliability		

106	Provide more frequent Route 106 service on Salem and Main St. and simplify route	238	Make Route 238 faster and more reliable between Quincy Adams and Holbrook/Randolph by removing service between Quincy Center and Quincy Adams
111	Provide faster and more reliable service to Route 111 by removing service on Park Ave., with connection remaining via Route 110	350	Provide new connection to Northwest Park
120	Provide faster and more reliable service on Route 120 by removing loop around Central Sq. in East Boston, maintaining a bus stop to access Liberty Plaza from Meridian St.	411	Provide faster and more reliable service between Malden and Kennedy Dr. during peak, resulting in only midday service to Jack Satter House
131, 136, & 137	Provide faster and more reliable service, connecting Reading, Wakefield, and Oak Grove Remove Route 136/137 service between Oak Grove and Malden	424	Provide faster, more reliable service from Boston to Lynn by terminating PM routing at Wonderland instead of Haymarket (AM already ends at Wonderland)
134	Provide faster and more direct service to Wellington by shifting Commercial St./Courthouse service to Riverside Ave.	428	Provide faster and more reliable service between Lynn Fells Parkway and Haymarket via Saugus Center by ending route at Lynn Fells Parkway at Main St.
201 & 202	Provide faster and more reliable weekend service to Ashmont and Shawmut neighborhoods by eliminating weekend service to Quincy (Route 210 continues to provide Saturday service)	430	Provide faster, more reliable service between Malden and Saugus Center via Square One by removing service to Clifftondale Sq. and Saugus Iron Works
215	Simplify Route 215 service by removing a single early morning route variation and carrying riders to Ashmont instead of North Quincy	435	Provide more frequent Route 435 service along Boston and Euclid Ave. by shifting service from Pine Hill
220	Provide faster and more reliable service between Quincy Center and Hingham Depot	441, 442, 448 & 449	Provide faster, more reliable service between Boston and the North Shore with all service starting/ending at Wonderland, and lower the express fare rate to a local fare
222	Provide faster and more reliable midday service by shifting Route 222 service from Essex St. to North and Middle St.	455 & 459	Provide faster, more reliable service between Boston and the North Shore with all service starting/ending at Wonderland (remove Route 459 and reinvest in Route 455), and lower the express fare rate to a local fare
225	Provide new connection between Braintree and Columbian Sq. via Lincoln Sq. by shortening Route 225 and increasing frequency, and creating new Route 226 to provide connection between Columbian Sq. and Braintree	501, 502, 503 & 504	Provide faster, more reliable service on Routes 501, 502, 503, and 504 between Watertown/Brighton and Boston by changing looping at Newton Corner
		SL2	Provide faster and more reliable service by removing a Silver Line 2 variant serving a bus stop at 88 Black Falcon

Appendix C – In-Person Event Details

Over six weeks of public engagement, the project team had over 2,500 in-person interactions across about 75 meetings and briefings. This Appendix includes information from the In-Person Events chapter, above, with additional details about the various event formats, supporting materials, and levels of participation.

The Better Bus Project organized and participated in a wide range of in-person events with different formats including Open Houses, Street Teams, Briefings, and Community Meetings. All in-person events featured [paper worksheets](#), available in multiple languages, that could be turned in to staff at the event, submitted via email, or by US mail. A total of 246 worksheets were submitted through these events.

Table 3. Interactions at in-person events.

Type of Event	Number of Meetings	Number of Interactions
MBTA Community Meetings	8	326
Open Houses (at stations)	7	1,336
Street Teams (at stations)	6	925
Briefings ⁸	51	446 (estimated)
TOTAL	74	2,989



Open Houses

The Better Bus Project hosted seven Open Houses at City Hall Plaza and key bus stations. These locations were prioritized to reach bus riders impacted by the original 47 proposals. Some Open Houses were held on-board a parked bus at the berth, others were hosted at an informational table in the station foyer, and one Open House employed both formats. The Open House format combined the effectiveness of the Street Teams that find riders where they already are waiting for a bus, and the volume of information and staff available at a public meeting. At stations that could accommodate an extra bus parked at a berth, the Open House provided a warm place where customers could speak to staff, learn about the proposals, take information materials with them, and provide feedback.

At all Open Houses, staff distributed copies of the proposals affecting routes that served the local area, summary documents, worksheets, and comment forms. Staff members were available to describe the proposals, answer questions and collect feedback.

The following informational and interactive stations were only available on-board the bus and enabled customers to learn about the proposals and provide feedback:

- Informational boards, including: About the Better Bus Project; Principles for Change; Proposed Route Changes; Improving Bus Service with Municipal Partnerships; and Next Steps
- Interactive feedback area with worksheets and comment forms that attendees could complete and submit
- Running slideshow (on a loop) with additional information about the BBP components and the first round of public outreach

The Open Houses resulted in:

- 277 attendees who signed in
- 114 worksheets
- 33 general comment forms
- 1,059 total booklets distributed (932 English, 115 Spanish, 2 Haitian Creole, 3 Simplified Chinese, and 7 Traditional Chinese)

⁸Includes 29 in person meetings, 13 coordination phone calls, and 6 emails.

All Open House materials were available in English and Spanish, and Spanish-language interpreters were available at each Open House. In response to a request from the City of Malden, additional interpretation services were available for Cantonese, Mandarin, Arabic, and French speakers at the Malden Center Open House. The project team also had the Malden route proposal one-pagers translated into Arabic in response to a request.

Street Teams

Members of the project team staffed six Street Teams at key bus stations. Staff distributed informational booklets about the proposed near-term changes and the dates and locations of upcoming Open Houses and MBTA Community Meetings. The booklets were available in eight languages: English, Spanish, Portuguese, French, Chinese (Simplified), Chinese (Traditional), Vietnamese, and Haitian Creole. The project team distributed a total of 925 total booklets (886 English, 36 Spanish, 2 Portuguese, and 1 Vietnamese). Street Team members wore smocks that included the Better Bus Project logo, the MBTA logo, and website.

Table 4. List of Better Bus Project Open Houses during the Comment Period.

Location	Format	Date	Time
Boston City Hall Plaza	On-board bus parked on plaza	1/31/2019	12:00 – 2:00 PM
Wonderland Station	Table in foyer	2/5/2019	4:00 – 6:00 PM
Haymarket Station	On-board bus parked at berth	2/6/2019	1:00 – 3:00 PM
Ashmont Station	On-board bus parked at berth and table in foyer	2/13/2019	4:30 – 6:30 PM
Sullivan Square Station	On-board bus parked at berth	2/19/2019	8:00 – 10:00 AM
Forest Hills Station	Table in foyer	2/27/2019	3:00 – 5:00 PM

Table 5. List of Better Bus Project Street Teams during the Comment Period.

Location	Date	Time
Andrew Station	1/30/2019	2:00 – 4:00 PM
Maverick Station	2/4/2019	2:00 – 4:00 PM
Central Square Station	2/11/2019	4:30 – 6:30 PM
Kenmore Station	2/19/2019	4:00 – 6:00 PM
Ruggles Station	2/25/2019	3:30 – 5:30 PM
Oak Grove Station	3/5/2019	4:30 – 6:30 PM



Briefings

The MBTA provided a variety of briefings to neighborhood groups, stakeholders, legislators, and municipalities to help share information and promote community and interagency collaboration. A complete list of briefings can be found in [Appendix E](#) — Master List of Public Outreach Events.

Neighborhood Briefings

MBTA staff coordinated with community groups and municipal organizations to provide more in-depth information about proposed route changes, targeting areas where service reductions were proposed. Staff attended existing meetings of community groups and responded to a request from the Chinese Progressive Association to provide a more targeted opportunity for Cantonese-speaking residents of a Section 8-subsidized housing development to learn more and provide feedback.

Stakeholder Briefing

The MBTA convened a briefing with a group of advocate partners on January 24, 2019 at the Transportation for Massachusetts office at 50 Milk Street, Boston, MA. Of the 21 invited organizations, 13 sent representatives to the briefing. MBTA staff gave a presentation about the proposals and responded to advocate partners' questions.

Legislative Briefing

On January 23, 2019, legislators attended a Better Bus Project briefing at the State House. All legislators who represented a district with bus service were invited, and a total of 41 state representatives, state senators, and staff attended. General Manager Steve Poftak and Assistant General Manager Wes Edwards provided a presentation outlining the proposed near-term changes and the public engagement plan. Following the presentation, attendees had the opportunity to review the proposals in more detail at different stations around the room.

MBTA Community Meetings

The MBTA held a series of 12 combined open-house style Community Meetings during the comment period. Eight of these Open Houses included three informational stations featuring the Better Bus Project, Automated Fare Collection 2.0, and the 2019 Fare Proposal. Appropriate MBTA and consultant staff members were available at each station to answer questions and collect feedback from attendees.

Similar to the Better Bus Project Open Houses, a handout was distributed to each attendee. Worksheets were available so attendees could provide proposal-specific feedback, and general comment forms were available for comments that did not pertain to the proposals, including other bus routes.

All materials were available in English and Spanish and Spanish-language interpreters were available at each meeting. A Cantonese interpreter was also available at the MA Transportation Building meeting, in response to a community request.

The Better Bus Project station included a few tables for completing worksheets and comment forms, and eight informational boards. The boards included the following topics: About the Better Bus Project; Principles of Change; Proposed Route Changes; Improving Bus Service with Municipal Partnerships; Next Steps; Equity and Title VI; Equity Analysis - Major Service Change; Bus Service Map⁹ — A map of the bus system was available for reference.

The Better Bus Project participated in eight community meetings, which resulted in:

- 301 attendees who signed in
- 93 worksheets
- 32 BBP general comment forms

⁹Available at in-person events beginning 2/19/19.

Table 6. List of MBTA Community Meetings that Featured the Better Bus Project.

Location	Address	Date	Time
Bruce C. Bolling Municipal Building	2300 Washington St., Roxbury	2/4/2019	6:00 – 8:00 PM
North Shore Community College	300 Broad St., Lynn	2/7/2019	6:00 – 8:00 PM
Chelsea Senior Center	10 Riley Way, Chelsea	2/19/2019	6:00 – 8:00 PM
Thomas Crane Public Library	40 Washington St., Quincy	2/20/2019	6:00 – 8:00 PM
Tynan School	650 E 4th St., Boston	2/25/2019	6:00 – 8:00 PM
Cambridge Rindge & Latin School	459 Broadway, Cambridge	2/26/2019	6:00 – 8:00 PM
Watertown Police Department*	552 Main St., Watertown	3/4/2019	6:00 – 8:00 PM
MA Transportation Building	10 Park Plaza, Boston	3/7/2019	6:00 – 8:00 PM

*The Watertown Community Meeting originally scheduled at the Watertown Free Public Library on February 12 was rescheduled and relocated due to winter weather.

Ongoing Municipal and State Officials Outreach

MBTA staff continued regular coordination with municipal staff leading up to and throughout the comment period to review the proposals in detail, and discuss outreach methods, and locations, and ideas for how to best target affected riders and communicate the proposals. Staff held meetings and phone calls with staff of jurisdictions with the majority of ridership impacts.

Appendix D – Promotion of Near-Term Proposals

The MBTA publicized the 47 near-term proposals, Better Bus Project events, and comment period on the proposals through a variety of online and print channels. This Appendix includes information from the [Promotion of Near-Term Proposals chapter](#), with additional details about email updates, flyers, social and traditional media, an advertisement campaign, and material distribution to community groups.

Email Updates

During the earlier phases of the Better Bus Project, the MBTA developed a contact database comprised of state and local elected officials, businesses, transportation groups, environmental justice organizations, faith-based organizations, universities, neighborhood associations, and other community-based organizations and groups to reach out to with project updates and announcements in GovDelivery¹⁰. This database is continuously updated by those who sign up directly for email updates (“direct subscribers”), sign in at in-person events, or email the project inbox directly.

A total of 12 email updates was sent in January through March 2019 to promote the Open Houses, MBTA Community Meetings, and online feedback form (see Table 9). The project team sent an initial Open House notification, followed by an announcement of the near-term proposals and MBTA Community Meetings. Subsequent email blasts included reminders of the meetings in the week ahead, as well as messages requesting final online feedback before the close of the comment period.

Subscribers to the Better Bus Project email list grew by nearly 20 percent after the release of the proposals and during the comment period. There were 2,356 email subscribers at the time of the first email blast announcing upcoming Open Houses (January 15, 2019) and 2,819 email subscribers as of March 31, 2019 (see Figure 13).

Table 7. Email blasts sent between January and March 2019.

Subject	Sent	# of Recipients
Better Bus Project: Upcoming Open Houses	1/15/2019	2,356
Better Bus Project: Announcing Proposed Route Changes and Upcoming Meetings	1/28/2019	2,402
Better Bus Project Reminder: Boston City Hall Plaza Open House Tomorrow	1/30/2019	2,413
Better Bus Project Reminder: Upcoming Open Houses and Community Meetings	2/1/2019	2,415
Better Bus Project Reminder: Upcoming Open Houses and Community Meetings	2/8/2019	2,452
POSTPONED: MBTA Community Meeting in Watertown	2/11/2019	2,456
Reminder: POSTPONED: MBTA Community Meeting in Watertown	2/12/2019	2,463
Better Bus Project Reminder: Upcoming Open Houses and Community Meetings – New Watertown Date/Location	2/15/2019	2,473
Better Bus Project Reminder: Upcoming Open Houses and Community Meetings	2/22/2019	2,493
Better Bus Project Reminder: Final Open House and Community Meetings	3/2/2019	2,665
Better Bus Project: Thank You for Attending Our Open Houses – Submit Your Feedback Online by March 13	3/11/2019	2,812
Better Bus Project: Submit Your Feedback Online by Midnight!	3/13/2019	2,801
Better Bus Project: Thank You for Attending Our Open Houses – Submit Your Feedback Online by March 13	1/24/2019	2,812

¹⁰A web-based email subscription management platform.

BBP, January- March 2019: New BBP GovDelivery Subscribers

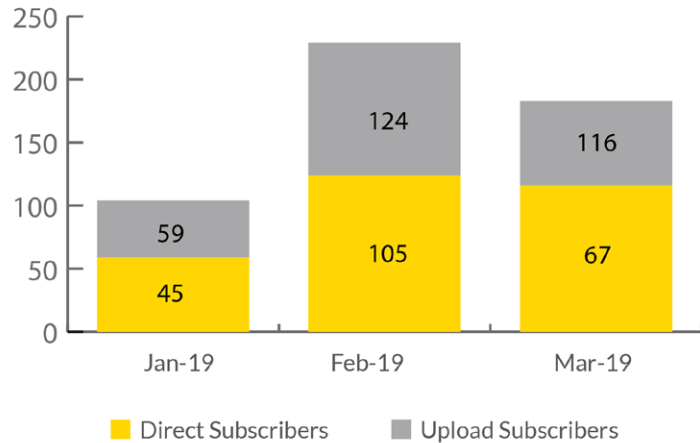


Figure 15. New GovDelivery Subscribers to MBTA Better Bus Project topic between January 1, 2019 and March 31, 2019.

Flyers

A BBP Open House flyer was distributed to stakeholders via email and posted on the Better Bus project website. It was available in eight languages: English, Spanish, Portuguese, French, Chinese (Simplified), Chinese (Traditional), Vietnamese, and Haitian Creole.

A bus flyer that included information from the Open House flyer, a list of Community Meetings, and a list of the routes affected by the 47 near-term proposals was posted on buses throughout the system and hung at bus stop shelters and stations.

Social Media

The MBTA posted 14 Tweets to promote the near-term proposals and events with the hashtag #BetterBusProject. The Tweet that introduced the proposals on January 31, 2019 received over 25,000 impressions, while the reminder Tweet about the online survey captured over 33,000 impressions.

Additional Tweets were posted by members of the public, advocacy organizations, municipal agencies, and media outlets with the hashtag #BetterBusProject.

Traditional Media

The MBTA issued a media advisory about the proposed route changes, Open Houses, and comment period on January 28, 2019. The MBTA also placed display advertisements in the following newspapers to promote the BBP Open Houses:

- Bay State Banner – English, January 24, 2019
- Boston, Hyde Park, and West Roxbury Bulletin – English, January 24, 2019
- Sampan – Chinese, January 25, 2019
- El Planeta – Spanish, January 25, 2019
- Metro – May 16, 2018 and May 21, 2019
- El Mundo – Spanish, January 31, 2019
- World Journal Chinese Daily News – Chinese, January 24, 2019
- South Boston Online – English, January 24, 2019
- South Boston Today – English, January 24, 2019
- La Voz – Spanish, January 24, 2019

MBTA-systemwide Advertisement Campaign

The MBTA placed advertisements across a variety of platforms between January 28, 2019 and February 28, 2019 to notify riders of the proposals and public participation opportunities. The following types of ads were placed:

- 498 digital advertisement displays (including 3-panel displays) at stations
- 300 car cards on buses
- 1,016 flyers on buses

Print Material Distribution to Community Groups

In addition to the general email updates, the project team directly contacted community groups throughout the region to promote the BBP Open Houses and comment period on the near-term proposals. Some community groups, including Boston Chinatown Neighborhood Center, West Roxbury Neighborhood Council, and Asian American Civic Association, requested copies of materials, including the route proposal one-pagers and worksheets, which were mailed or hand-delivered.

Appendix E – Master List of Public Outreach Events

Table 8: Master List of Public Outreach Events

Type of Outreach	Location	Address	Date	Time
Open House	Boston City Hall Plaza	1 City Hall Square, Boston	1/31/2019	12:00 – 2:00 PM
Street Team	Maverick Station	Summer St and Maverick Sq., East Boston	2/4/2019	2:00 – 4:00 PM
Community Meeting	Bruce C. Bolling Municipal Building	2300 Washington St., Roxbury	2/4/2019	6:00 – 8:00 PM
Open House	Wonderland Station	1300 North Shore Rd., Revere	2/5/2019	4:00 – 6:00 PM
Open House	Haymarket Station	136 Blackstone St., Boston	2/6/2019	1:00 – 3:00 PM
Community Meeting	North Shore Community College	300 Broad St., Lynn	2/7/2019	6:00 – 8:00 PM
Street Team	Central Square Station	Massachusetts Ave. and Prospect St., Cambridge	2/11/2019	4:30 – 6:30 PM
Open House	Ashmont Station	Dorchester Ave. & Ashmont St., Boston	2/13/2019	4:30 – 6:30 PM
Street Team	Kenmore Station	Commonwealth Ave. & Kenmore St., Boston	2/19/2019	4:00 – 6:00 PM
Community Meeting	Chelsea Senior Center	10 Riley Way, Chelsea	2/19/2019	6:00 – 8:00 PM
Open House	Sullivan Square Station	Maffa Way & Cambridge St., Charlestown	2/19/2019	8:00 – 10:00 AM
Community Meeting	Thomas Crane Public Library	40 Washington St., Quincy	2/20/2019	6:00 – 8:00 PM
Street Team	Ruggles Station	1150 Tremont St, Roxbury	2/25/2019	3:30 – 5:30 PM
Community Meeting	Tynan School	650 E 4th St., Boston	2/25/2019	6:00 – 8:00 PM
Community Meeting	Cambridge Rindge & Latin School	459 Broadway, Cambridge	2/26/2019	6:00 – 8:00 PM

Type of Outreach	Location	Address	Date	Time
Open House	Forest Hills Station	Washington St. & Hyde Park Ave., Jamaica Plain	2/27/2019	3:00 – 5:00 PM
Community Meeting	Watertown Police Department*	552 Main St., Watertown	2/12/2019	6:00 – 8:00 PM
Open House	Malden Center Station	Commercial St. & Pleasant St., Malden	3/4/2019	4:00 – 6:00 PM
Street Team	Oak Grove Station	Washington St. and Winter St., Malden	3/5/2019	4:30 – 6:30 PM
Community Meeting	MA Transportation Building	10 Park Plaza, Boston	3/7/2019	6:00 – 8:00 PM

*The Watertown Community Meeting originally on February 12 was rescheduled due to winter weather.

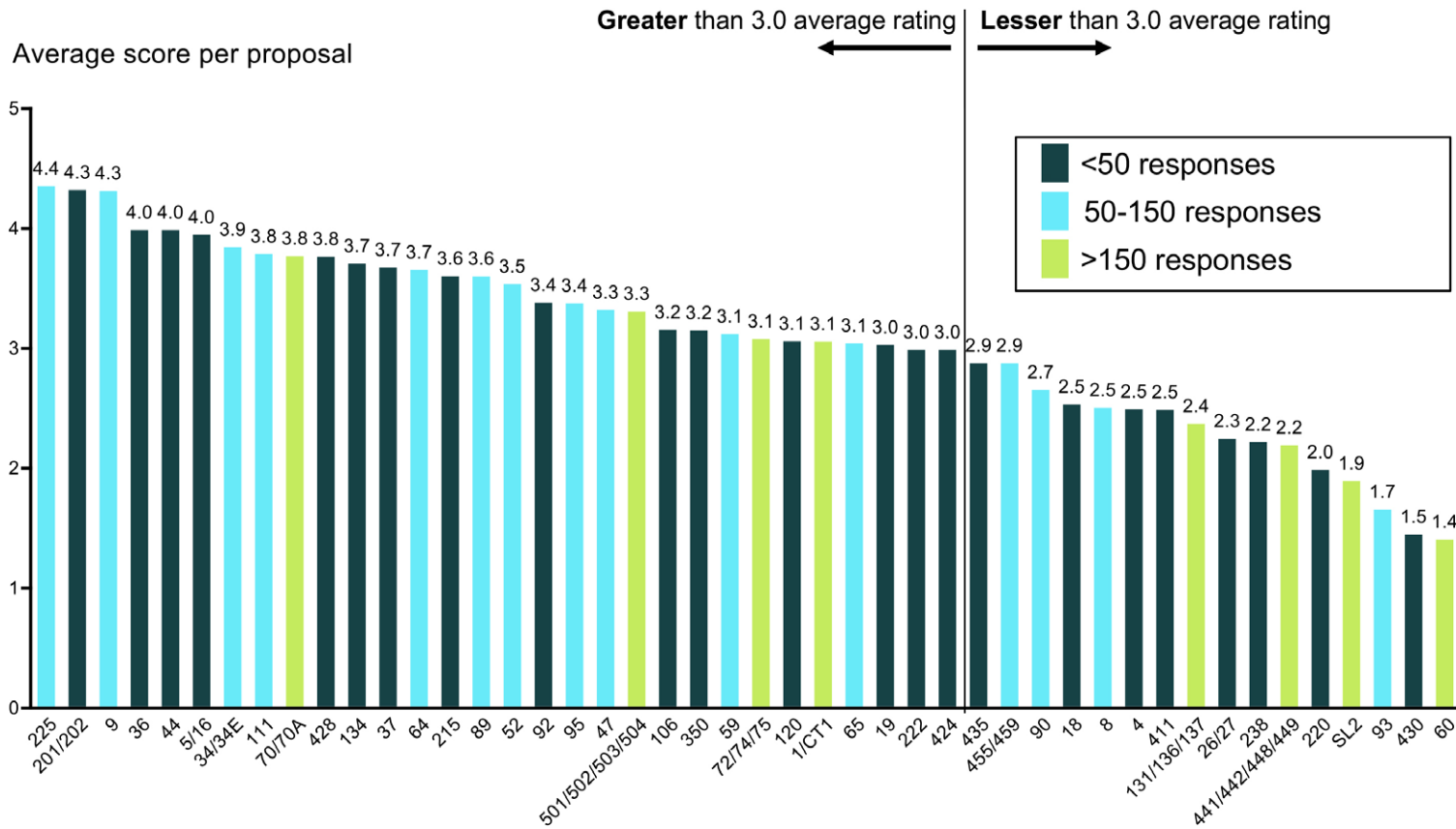
Appendix F – Master List of Briefings

Table 9: Master List of Briefings

Date	Method	Organization / City
12/11/18	In person	City of Cambridge
12/20/18	In person	City of Boston Transportation Department (BTD) and Boston Planning and Development Agency (BPDA)
12/20/18	In person	City of Somerville
12/21/18	In person	LivableStreets
1/11/19	Phone	TransComm (Transportation Management Association that covers Boston Medical Center, Boston University Medical School, Ink Block, etc.)
1/11/19	Email	City of Dedham
1/14/19	In person	City of Everett
1/18/19	In person	New England Development
1/18/19	Phone	City of Cambridge
1/18/19	Phone	City of Somerville
1/18/19	Phone	City of Newton
1/18/19	Phone	City of Everett
1/23/19	In person	Legislative Briefing at the State House
1/24/19	In person	Stakeholder Briefing for advocate partners at Transportation for MA
1/24/19	In person	Organization: Chelsea Transportation Task Force
1/25/19	Phone	City of Watertown
1/25/19	Phone	City of Quincy
1/25/19	Phone	City of Chelsea
1/25/19	Phone	City of Lynn
1/31/19	In person	WGBH
2/4/19	Phone	Lynn Item
2/4/19	Phone	Boston Globe
2/4/19	In person	Wilder Companies
2/4/19	Email	City of Dedham
2/6/19	In person	Braintree
2/6/19	Phone	Revere Journal, Charlestown Bridge

Date	Method	Organization / City
2/6/19	In person	Cambridge Transit Advisory Committee
2/7/19	Phone	WBUR
2/7/19	In person	TransComm (Transportation Management Association that covers Boston Medical Center, Boston University Medical School, Ink Block, etc.)
2/13/19	In person	City of Revere
2/14/19	In person	City of Newton
2/15/19	In person	Metro Mayors meeting
2/21/19	In person	MASCO
2/25/19	In person	Systemwide Accessibility
2/26/19	In person	MBTA Rider Oversight Committee
2/26/19	In person	West Roxbury Neighborhood Association
2/28/19	Council Presentation	Boston City Council
2/28/19	In person	MBTA Regional Transit Accessibility Group
3/1/19	In person	BPDA & BTD
3/3/19	In person	Somerville Pedestrian & Transit Advocacy Coalition
3/4/19	Email	City of Newton
3/5/19	In person	Medford City Council
3/6/19	In person	Chinese Progressive Association
3/7/19	In person	TransComm (Transportation Management Association that covers Boston Medical Center, Boston University Medical School, Ink Block, etc.)
3/7/19	Email	EDENS (Property Mgr for South Bay Center)
3/8/19	In person	EDENS (Property Mgr for South Bay Center)
3/8/19	Email	Massachusetts Department of Transportation (MassDOT)
3/8/19	Email	City of Malden
3/13/19	In person	Newton Transportation Advisory Group
3/14/19	In person	Rider Oversight Committee Service Subcommittee
3/19/19	In person	Committee of the Whole—Medford City Council

Appendix G – Average Feedback Rating by Proposal



Note: As of 3/13, based on ratings from online survey and in-person worksheets

Figure 16. Average Feedback Rating by Proposal (March 2019)

Staff reviewed, in detail, each open-ended comment submitted along with the rating for each proposal to identify why some proposals received lower scores. In some cases, lower feedback scores were driven by opposition to the entire concept, but in others, there were concerns about implementation. For example, some comments indicated that respondents may be willing to support a proposal if other changes, such as the addition of a crosswalk near a new bus stop location, were made.

Table 10: Average Feedback Rating and Number of Comments by Proposal

Proposal	Mean	Total Comments
SL2	1.9	299
1/CT1	3.1	317
4	2.5	42
5/16	4.0	25
8	2.5	56
9	4.3	92
18	2.5	11
19	3.0	24
26/27	2.3	27
34/34E	3.9	105
36	4.0	18
37	3.7	16
44	4.0	8
47	3.3	99
52	3.5	51
59	3.1	68
60	1.4	167
64	3.7	90
65	3.1	54
70/70A	3.8	181
72/74/75	3.1	199
89	3.6	127
90	2.7	78

Proposal	Mean	Total Comments
92	3.4	78
93	1.7	33
95	3.4	127
106	3.2	103
111	3.8	30
120	3.1	50
131/136/137	2.4	42
134	3.7	190
201/202	4.3	25
215	3.6	15
220	2.0	13
222	3.0	38
225	4.4	12
238	2.2	60
350	3.2	26
411	2.5	31
424	3.0	6
428	3.8	9
430	1.5	26
435	2.9	9
441/442/448/449	2.2	208
455/459	2.9	135
501/502/503/504	3.3	196