

Crosstown

Bus Service Reliability Improvements

Ensure that each of the 30 bus routes with the highest ridership operate more effectively

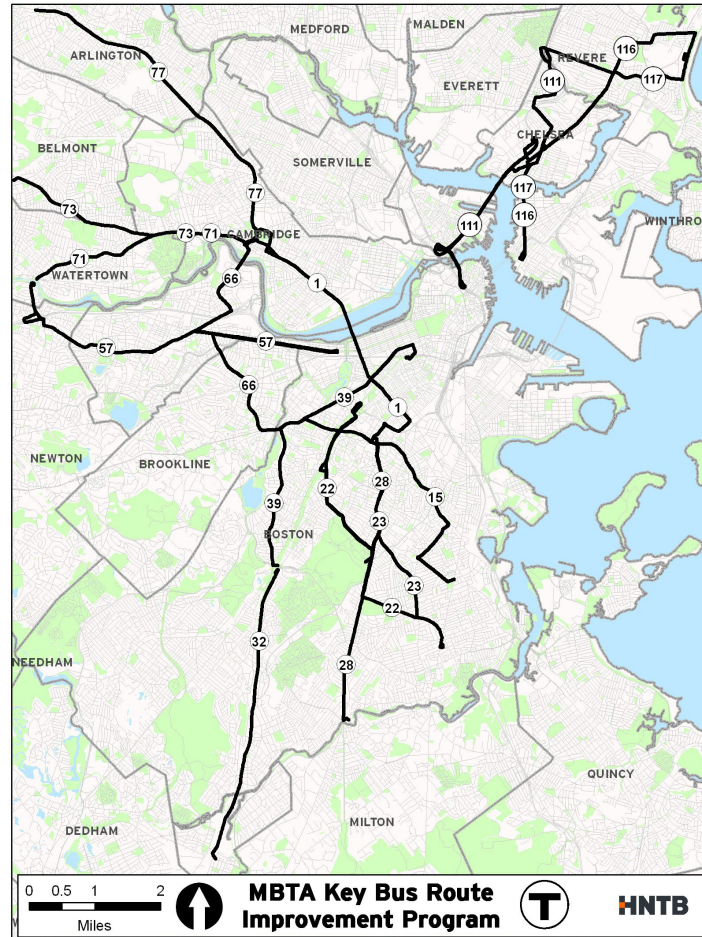
Policy Score

- Access 1
- Safety 1
- Reliability
- Sustainability/Resiliency 1
- Sustainability/Resiliency 2
- Governance
- Access 2
- Safety 2
- Affordability

Identified on the ballot as an Early Action commitment

Policy Description

In 2013 and 2014, the 15 bus routes in the MBTA system with the highest ridership were the focus of a project to consolidate stops and develop a schedule with more frequent service, “with buses arriving every 10 minutes or better during weekday peak periods, every 15 minutes or better during weekday midday, and every 20 minutes or better during off-peak periods.” Now, these bus routes, along with the next 15 busiest, will be the focus of further improvements including exclusive bus lanes where there is a segment of particularly high ridership and a high frequency of buses, off-board payment or another system that allows for all-door boarding, signal priority when buses run behind schedule, and better bus stops.



These 15 routes are part of the existing Key Bus Route program.

Map source: mbta.com/about_the_mbta/projects/default.asp?id=19047

Benefits and Issues Addressed

While buses have to stop regularly on a route to serve passengers effectively, they should remain an efficient and reliable way to travel through the city. Improving the boarding process and helping buses advance past other vehicular congestion will mitigate the two most common types of existing delays that plague essential MBTA routes now serving neighborhoods with little or no subway service. Though all buses should provide excellent customer service, be safe and comfortable, and meet the needs of people with disabilities, improvements to 30 routes with the highest ridership will make a significant impact on transit reliability and use.

Best Practices

Select Bus Service is a system of key bus routes in NYC that have been (or will be) improved using more frequent service, fewer stops, off-board fare payment, real time arrival signs, signal priority, and bus lanes.

web.mta.info/mta/planning/sbs/



Image Source: www.nyc.gov/html/bmt/html/routes/34th-street.shtml

Implementation

Approximate Cost: TBD

Potential Funding Sources: MassDOT/MBTA for construction with City capital plan for street design

Who's responsible: MassDOT/MBTA and BTB

Time Frame: Ongoing

Construction and improvements for Key Bus Routes was completed in 2014, with the exception of minor adjustments, using a \$10 million grant from the American Recovery and Reinvestment Act. (MBTA, April 2015)

Public Input

"Keep up bus service during the day so that it's a reliable way to run errands or get to meetings between peak times."