



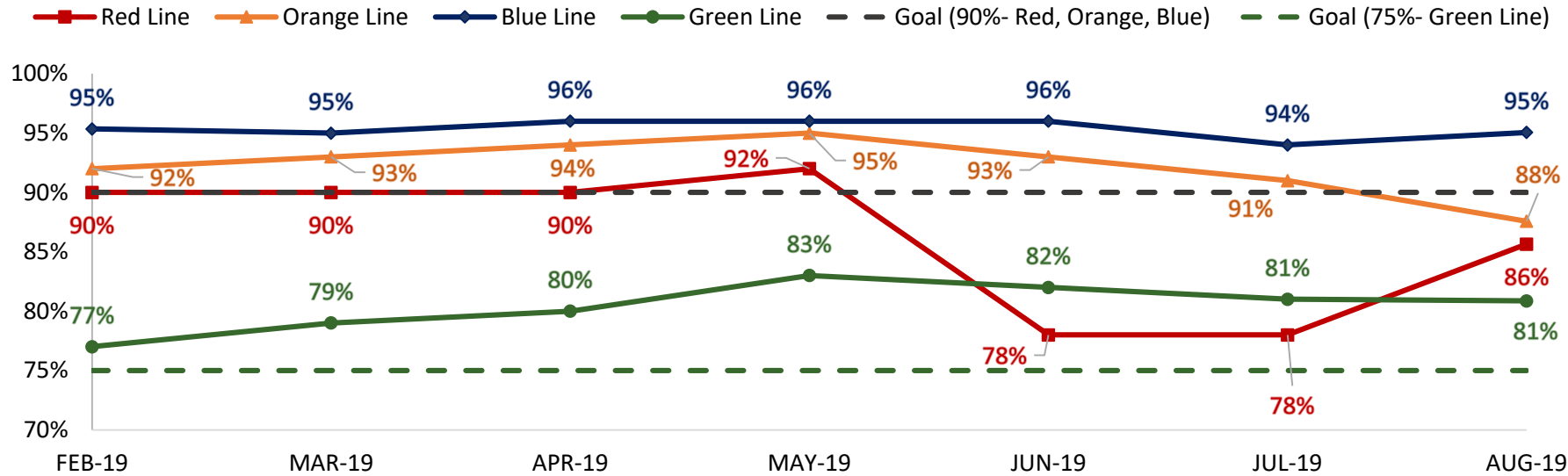
**Massachusetts Bay
Transportation Authority**

On-Time Performance Metrics

Fiscal Management Control Board

September 23, 2019

On-Time Performance: Rapid Transit



Methodology
The percent of riders who wait the scheduled time or less between trains

Issues affecting performance

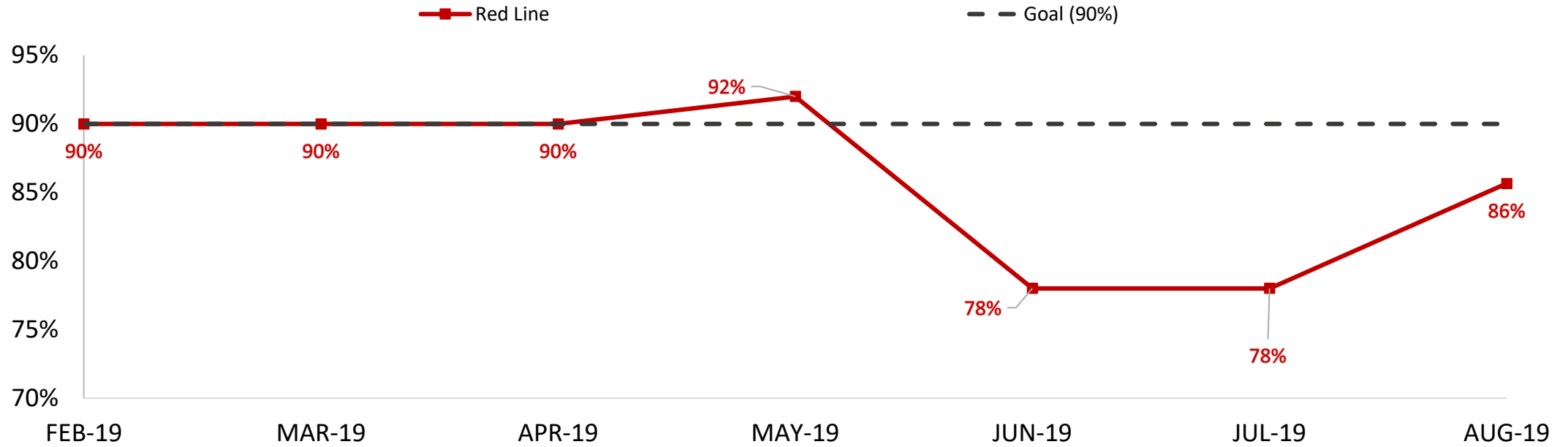
- The Signal Department has restored all the signals on the Ashmont line and the signals north of JFK Station on the Braintree Line.
- There has been a number of early access diversions across the rail network (Red, Orange and Green lines) that have impacted schedules. Most notably the Orange Line’s off-peak performance has suffered.
- In addition, temporary speed restrictions that were put in place due to track upgrades have impacted service.

Actions to improve performance

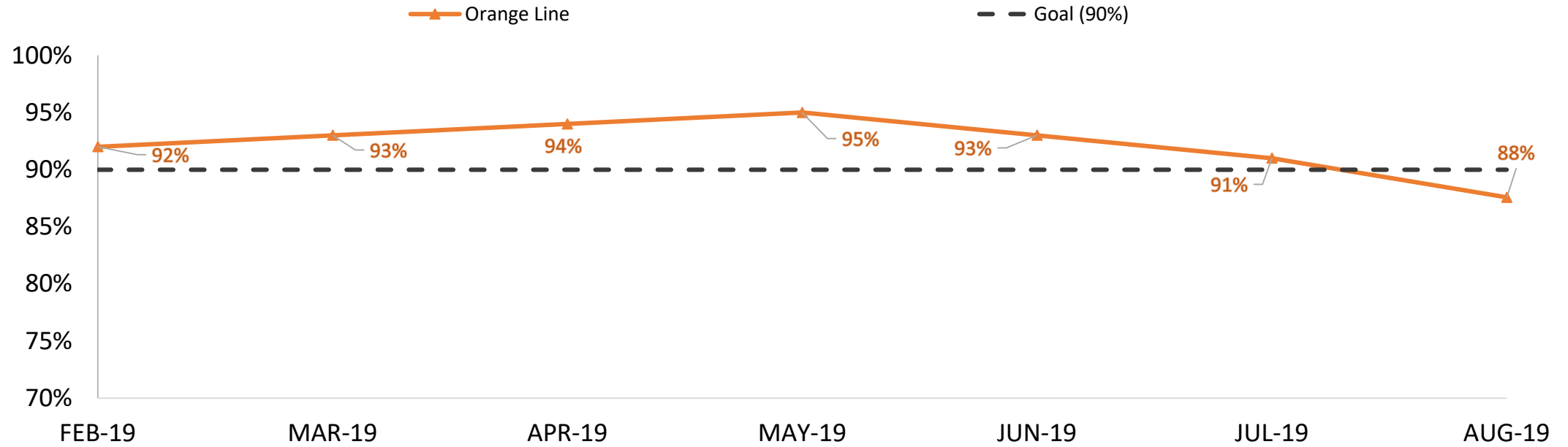
- Without the automated signals control, the operation of the train is being managed manually. We are expecting full automated service to return on the Red Line in October.
- The Blue Line added an extra service train during peak hours. This has improved service and capacity.
- The Orange Line team continues to work with different departments in the Authority to make adjustments that have allowed a schedule improvement.
- The majority of speed restrictions on the Orange Line have been lifted and allow a more timely schedule.



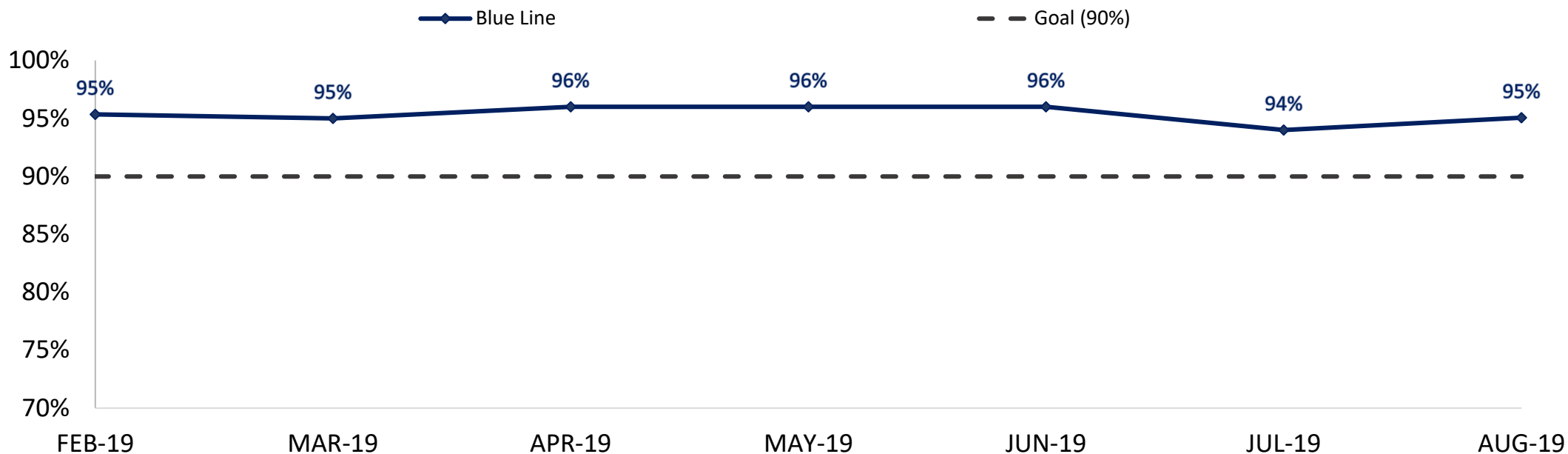
On-Time Performance: Red Line



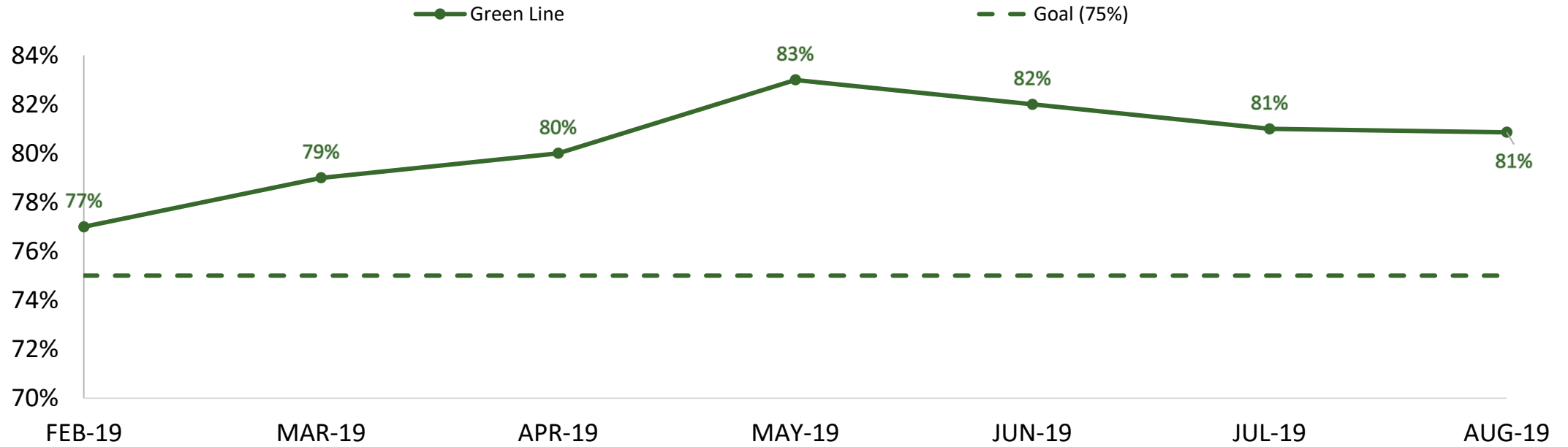
On-Time Performance: Orange Line



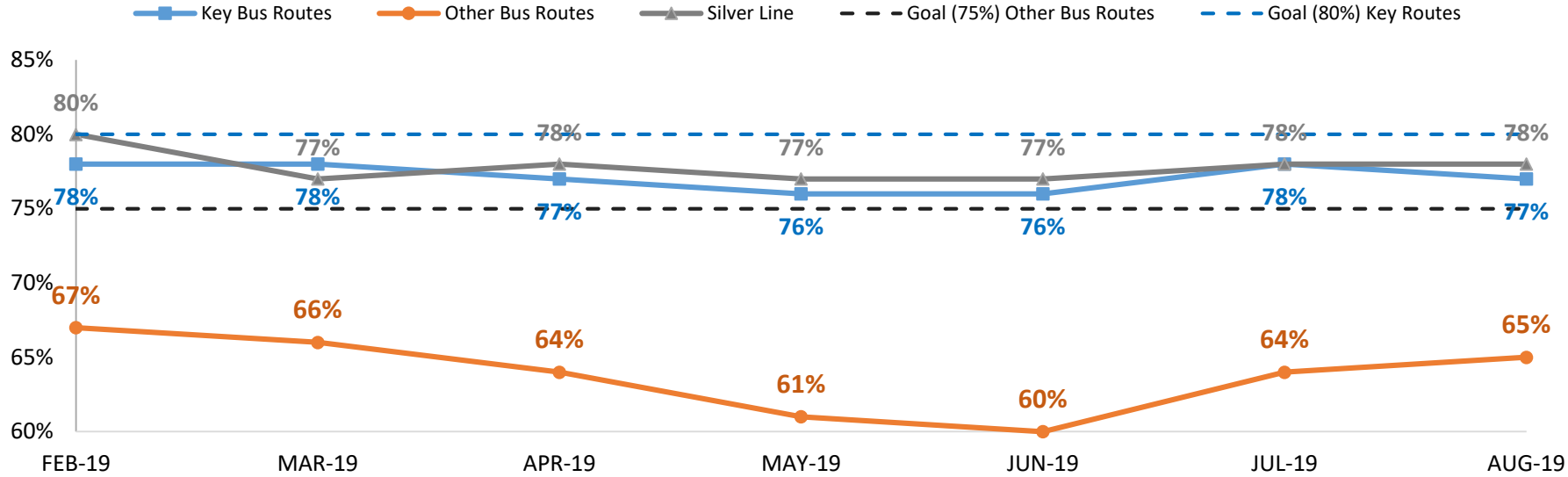
On-Time Performance: Blue Line



On-Time Performance: Green Line



On-Time Performance: Bus and Silver Line



Methodology

Key Bus Routes and Silver Line are reliable when buses leave a stop within 3 minutes of the scheduled trip

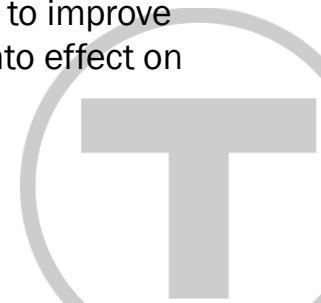
Other Bus Routes reliable when buses leave a stop within 1 minute before and 6 minutes after the scheduled time.

Issues affecting performance

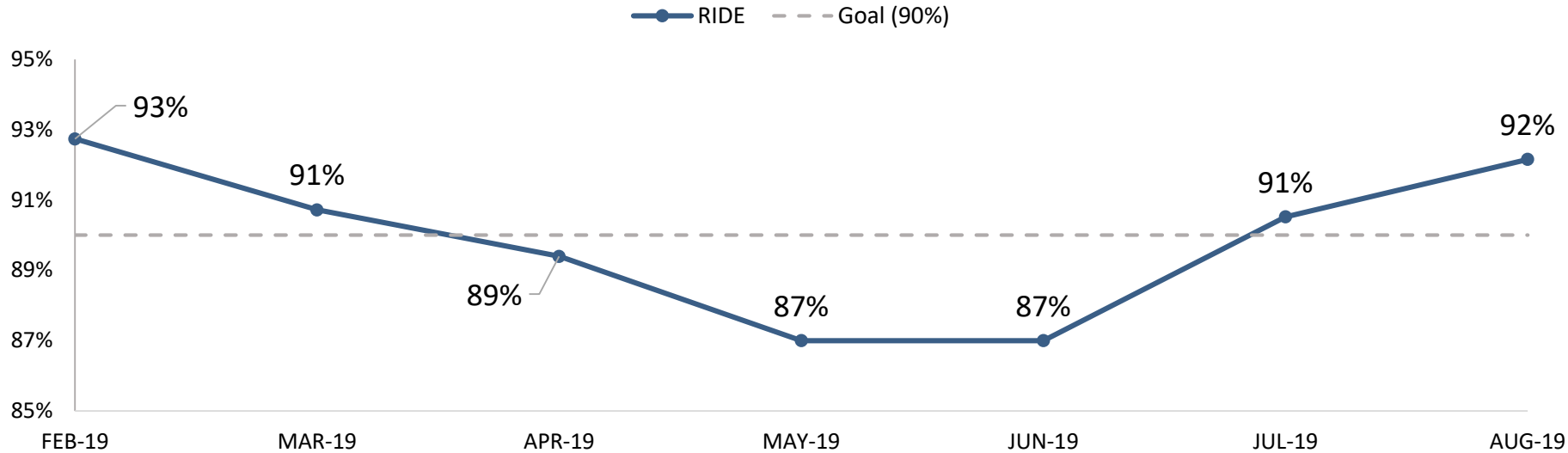
- The North Washington Street Bridge Construction and Tobin Bridge/Chelsea Curves Rehabilitation Project have impacted bus routes north of Boston.
- Significant construction work such as the Encore Casino and Green Line Extension have impacted routes in Cambridge, Everett, Malden, Medford, Somerville, etc., including detours as well as traffic congestion.

Actions to improve performance

- Bus Lanes across many areas are helping to improve reliability as it relates to OTP.
- The first half of the Better Bus Project had cost neutral route changes and added additional off-peak operators. This is expected to improve OTP, especially during off-peak hours. This change went into effect on September 1st.



On-Time Performance: The RIDE



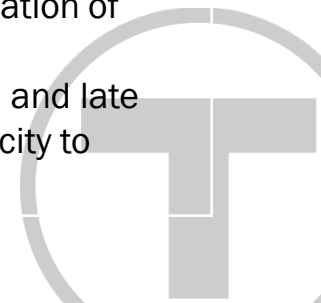
Methodology
 Percentage of RIDE trips where the customer is picked up no later than 15 minutes after their scheduled pickup time or arrives no later than 5 minutes after the scheduled drop-off time for an appointment trip.

Issues affecting performance

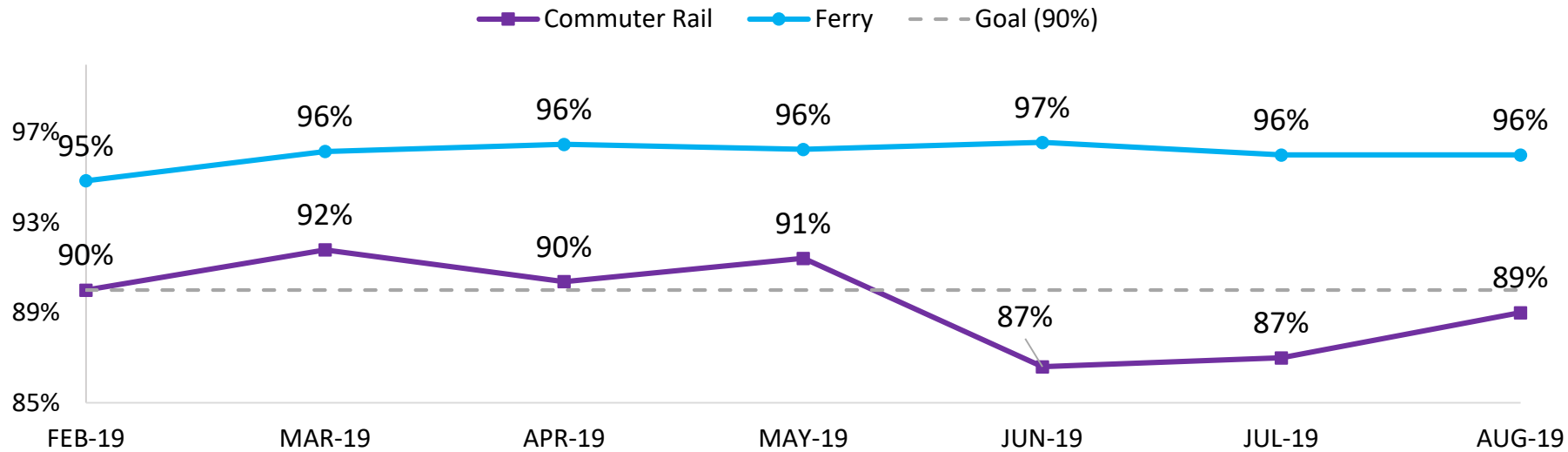
- Significant number of new dispatchers at call center led to inefficient utilization of driver resources.
- Inconsistent service planning, scheduling processes, and associated communication of required driver hours led to a mismatch in required and supplied hours.

Actions to improve performance

- The implementation of a new software will help increase the efficiency of scheduling, routes, and technology.
- Utilization of newer and clearer communication channels between TRAC and service providers will allow for better communication of improved trip forecasting from TRAC.
- Better management of customer subscriptions, no-shows, and late cancellations will help maximize the use of reserved capacity to improve overall service.



On-Time Performance: Commuter Rail and Ferry



Methodology

The percentage of trains that arrive at the final stop within 5 minutes of the schedule.

Issues affecting performance and action items to improve performance

- The Red line derailment in June caused an inflow of riders on the Commuter Rail, leading to delayed service. This affected the southern division and pushed OTP down.
- Trains along the Old Colony line continue to see OTP impacts due to the acceptance of subway fares to/from Quincy Center.
- Implementation/activation of Positive Train Control systems have affected OTP as anticipated.

