



**Massachusetts Bay
Transportation Authority**

DGM Remarks

Fiscal & Management Control Board

November 20, 2017



South Boston - Route 7 and Route 9 Improvements

7

Fall September 3, 2017 - December 30, 2017

**City Point-
Otis & Summer Streets**

Serving

- Boston Convention Center
- South Station
- Harbor Industrial Park
- Downtown & Shopping Districts
- World Trade Center
- Federal Courthouse
- Red Line
- Silver Line



 Massachusetts Bay Transportation Authority *massDOT*
Massachusetts Department of Transportation

Information 617-222-3200 • 1-800-392-6100
(TTY) 617-222-5146 • www.mbta.com

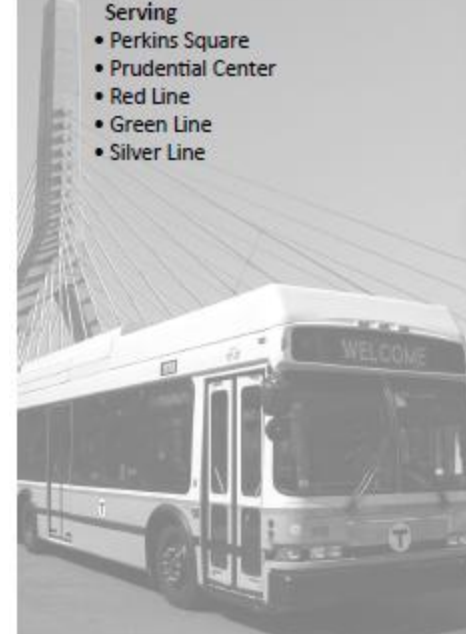
9

Fall September 3, 2017 - December 30, 2017

**City Point-
Copley Square**

Serving

- Perkins Square
- Prudential Center
- Red Line
- Green Line
- Silver Line



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Routes 7 & 9 – Identifying Needs

- Area has sustained ridership growth from residential development
- Since early 2000s, ridership growth has outpaced service increases
 - Route 7: Weekday ridership up 84%, but trips up only 28%
 - Route 9: Weekday ridership up 54%, but trips up only 10%
- Average weekday ridership of approx. 10,000 passengers





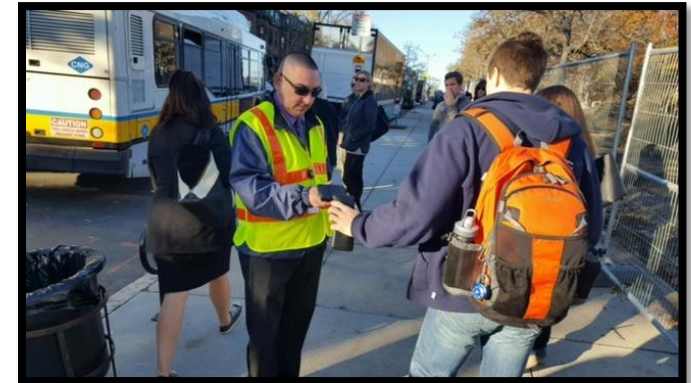
Routes 7 & 9 – Improvements and Enhancements

September 2016 Operational Changes:

- Fare validation pilot permitted payment prior to boarding allowing all-door boarding.
- Dwell time was decreased by 28%.

December 2016 Operational Changes:

- Service changes implemented in December 2016 addressed run time and departure time accuracy.
- Added three trips on Route 7 and two trips to the Route 9 during peak



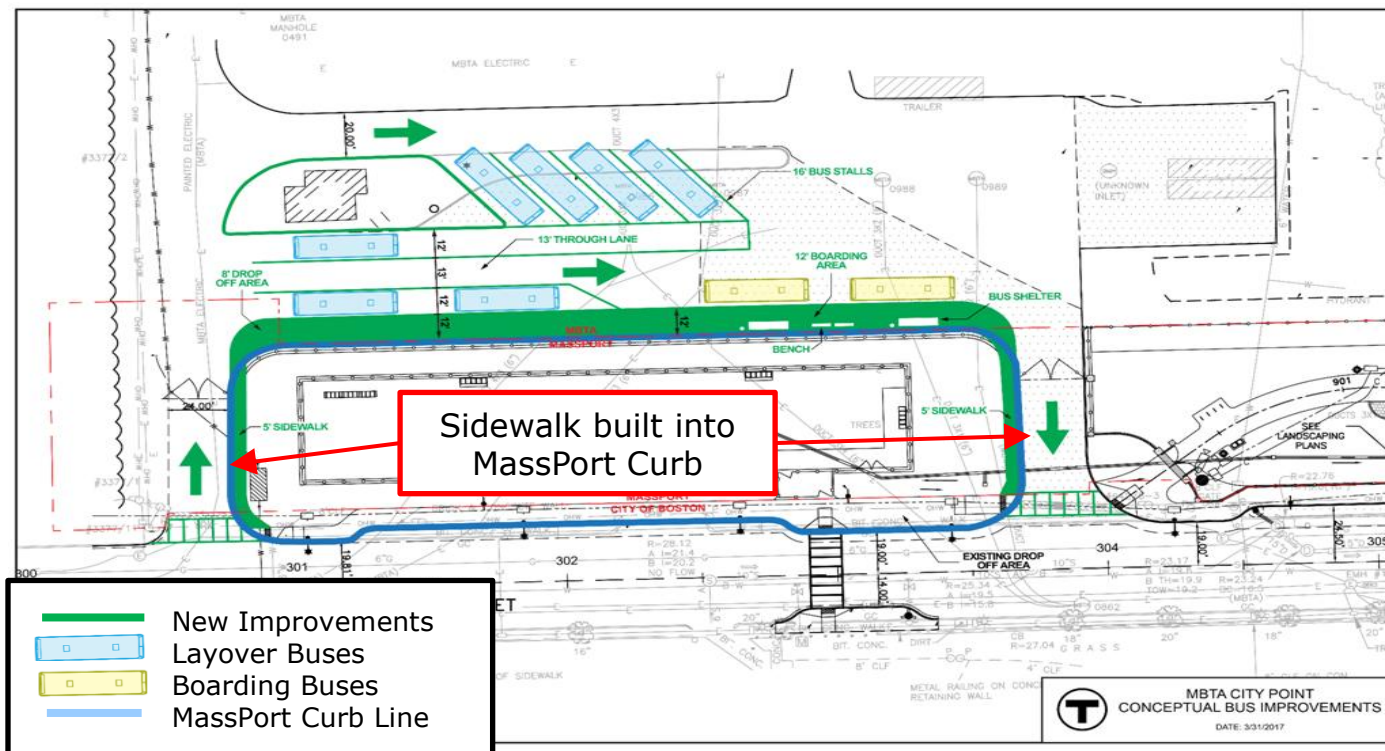
September 2017 Operational Changes:

- Investment of \$2.1M -- Seven vehicles and 10 operators have been added to the Route 7 and Route 9 to improve frequency and overcrowding.



City Point Layover Facility Enhancement

In partnership with Massport, City Point Layover Facility was converted into a Passenger Drop off/Pick up Location





City Point Layover Facility Enhancement

Before:





City Point Layover Facility Enhancement

After:





Routes 7 & 9 - On Time Performance Improvements

Route #	September			
	2015	2016	2017	2016-2017 Change
7	74%	72%	82%	10%
9	68%	68%	79%	11%





Routes 7 & 9 – Customer Experience

- **Complaints are down:**
 - Fewer Route 7 service planning-related complaints were received in September 2017, as compared to September 2016.
 - In September 2016, 11 complaints were received—primarily about AM crowding. In September 2017, two complaints were received, which related to Sunday service.
- **Ridership is growing, and crowding is down:**
 - Route 7 ridership grew by less than 1%, but there are fewer overcrowded trips.
 - Route 9 ridership grew by 13%*, and there are fewer overcrowded trips.

* Further analysis is required.