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; 02/28/19 2:00 AM
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;;;BCC 190228 (9:30AM)

TEST GOOD
MORNING, EVERYONE, AND WELCOME
TO THE BOSTON CITY COUNCIL
CHAMBER FOR A HEARING ON DOCKET
NUMBER 0347.

A HEARING ON THE MBTA BETTER BUS
PROGRAM.

MY NAME MICHELLE WU AND CHAIR OF
THE COMMITTEE ON PLANNING,
DEVELOPMENT AND TRANSPORTATION.
I AM JOINED BY MY COLLEAGUES AT
LARGE COUNCILORS, ANNISSA
ESSAIBI GEORGE AND ALTHEA
GARRISON AND I WANT TO LET YOU
KNOW THIS HEARING IS BEING
RECORDED AND BROADCAST LIVE ON
COMCAST EIGHT, R CN8 TWO, AND
VERIZON 1964 AS WELL AS
STREAMING ON THE CITY OF BOSTON
WEBSITE SO IF YOU COULD SILENCE
YOUR CELLPHONE AND OTHER
DEVICES.

WE WILL APPRECIATE THAT.
WE WILL TAKE PUBLIC TESTIMONY
THROUGHOUT THE HEARING SO PLEASE
BE SURE TO CHECK THE SIGN IN
CHECKS BY THE DOOR IF YOU WISH
TO TESTIFY AND KEEP ADDING FOLKS
THAT WAY.

>> AGAIN, TODAY'S DOCKET IS
0347, ORDER FOR A HEARING
REGARDING THE MBTA BETTER BUS
PROJECT.

WE WILL HAVE WE WILL TAKE
WITNESSES AND PASS IT OVER TO
BOSTON TRANSPORTATION DEPARTMENT
AND THEN THE MBTA TO GIVE YOUR
PRESENTATIONS.

>> SO WE WILL START WITH
COUNCILOR AT LARGE ANNISSA
ESSAIBI GEORGE.

>> THANK YOU, CHAIR, AND THANK
YOU FOR CALLING FOR THIS HEARING
AND I APPRECIATE YOU ALL BEING
HERE TODAY.

I AM GOING SKIP OUT JUST AT THE
BEGINNING OF YOUR PRESENTATION

THAT WERE, I HAVE A PREVIOUSLY SCHEDULED COMMITMENT BUT PART OF MY INTEREST IN -- WHEN WE TALK, WHEN WE ARE TALKING ABOUT IMPROVING BUS SERVICE IN THE CITY OF BOSTON, IN PARTICULAR, IS THAT OUR SCHOOL COMMUNITY ARE ALSO CONNECTED TO THIS CONVERSATION, BECAUSE MANY OF OUR STUDENTS, ALL OF OUR STUDENTS BASICALLY GRADE 7 AND UP DO TAKE PUBLIC TRANSPORTATION TO GET TO AND FROM SCHOOL EVERY DAY, TO AND FROM SCHOOL ACTIVITIES AND WORK, EMPLOYMENT OPPORTUNITIES.

SO THAT I WOULD LIKE TO MAKE SURE THAT WE ARE CONNECTED TO THE TRANSPORTATION NEEDS OF OUR SCHOOLS AND OUR STUDENTS SO I AM NOT SURE IF DURING YOUR PRESENTATION OR AFTERWARDSLY WATCH THE HEARING LATER.

IF YOU COULD REFERENCE MAYBE SOME OF THE WORK THAT HAS HAPPENED BETWEEN THE MBTA AND THE BOSTON PUBLIC SCHOOLS AND TRANSPORTATION DEPARTMENT IN PARTICULAR.

S APPRECIATE THIS OPPORTUNITY, APPRECIATE YOU HERE AND SHARING THIS INFORMATION WITH US.

AND THE SLIDE DECK YOU SHARED AND, CHAIR, THANK YOU FOR YOUR LEADERSHIP OF COURSE ON THIS ISSUE.

I KNOW IT HAS BEEN A LONG 24 HOURS, PROBABLY FOR YOU WHEN IT COMES TO THE TEE AND YOUR WORK NO GOUT IS APPRECIATED BY THE RESIDENTS INTRODUCES COMMONWEALTH IN PARTICULAR OUR RESIDENTS HERE IN THE CITY OF BOSTON.

THANK YOU.

>> THANK YOU, COUNCILOR ESSAIBI GEORGE, COUNCILOR ALTHEA GARRISON.

>> THANK YOU, MADAM CHAIRWOMAN. AS WE ALL KNOW, BUS SERVICE IS CRUCIAL IN THE CITY OF BOSTON, AND I AM VERY PROUD TO SUPPORT DOCKET 0347. TO IMPROVE OUR BUS SERVICE.

THANK YOU VERY MUCH.
ALL I WILL ADD IS THAT THIS IS
REALLY, AS MY COLLEAGUE
REFERENCED WE HAVE BEEN, MANY OF
US ON THE COUNCIL WERE
ADVOCATING AROUND FAIR POLICY
WITH MBTA AND THAT AS A DIRECT
IMPACT AND REALLY INCREASES THE
BURDEN ON OUR RESIDENTS WHO CAN
LEAST AFFORD IT, INCREASES THE
TRAFFIC AND MAKES IT WORSE IN
TERMS OF OUR CLIMATE CHANGE
GOALS BUT THAT ASIDE, THIS IS AN
AREA THAT THE CITY CAN DIRECTLY,
IS DIRECTLY PARTICIPATING IN AND
THAT WE CAN MAKE IMMEDIATE
CHANGES THAT DO NOT NEED A VOTE
OF THE FMCB TO MOVE FORWARD, I
AM PLEAED WE ARE ALL HERE AT THE
TABLE AND THANK YOU FOR COMING
AND MAKING TIME.

WE HAVE A VERY BUSY SCHEDULE OF
OTHER COMMITMENTS AS WELL.
I WANT TO THANK THE FOLKS IN THE
AUDIENCE WHO HAVE COME TO
TESTIFY.

THOSE WHO HAVE WORK THAT WILL
DIRECTLY LEAD TO QUESTIONS.
WE WILL START WITH THREE MEMBERS
OF THE PUBLIC THAT SIGNED UP TO
TESTIFY.

CAROL BLAIR AND LESLEY AND STACY
THOCH SON AND FEEL FREE TO USE,
WE CAN ALTERNATE BETWEEN THESE
TWO PUBLIC TESTIMONY
MICROPHONES.

IF YOU GUYS WILL IDENTIFY YOUR
NAME AND ADDRESS FOR THE RECORD
AND THEN YOU HAVE TWO MINUTES
FOR TESTIMONY.

>> WELCOME, CAROL.

>> THANK YOU, COUNCILOR.

I AM SORRY.

I DIDN'T HAVE A LOT OF TIME TO
PREPARE THIS AND I WOULD HAVE
LIKED TO BE MORE POLISHED FOR
YOU ALL, SO LET ME JUST CUT TO
THE QUICK AND NOT TELL A LOT OF
STORIES.

YESTERDAY I WAS ON THE. T ON THE
GRABBED DAUGHTER WHO IS NOT YET
TWO, SHE WAS ON THE WINDOW AND
WATCHED US SPEED BY THE CARS ON
THE TURNPIKE.

THAT'S WHAT I WANT FROM THE
MBTA.

I LIVE NEAR MASS AVENUE, LIKE A
FEW MINUTE WALK FROM THE BUS AND
MANY OF MY NEIGHBORS OWN CARS
BECAUSE THEY NEED RELIABLE
TRANSPORTATION TO GET TO WORK.
EVEN IF THEY LIVE IN SUBSIDIZED
HOUSING WHICH MANY OF THEM, DO
MANY OF MY NEIGHBORS CHOOSE TO
WALK TO CAMBRIDGE BECAUSE THEY
CAN GET THERE BEFORE THE BUS.
MANY OF MY NEIGHBORS CHOOSE TO,
CHOOSE TO GO DOWNTOWN ON THE
SARDINE CAN ORANGE LEAN I RODE
THIS MORNING AND THE RED LINE TO
GET TO CAMBRIDGE BECAUSE IT IS
FASTER THAN THE NUMBER ONE BUS.
I RODE THE BUS IN 1977 THROUGH
1976, 77 TO 80, I CAN'T
REMEMBER, WITH MY YOUNGEST SON
AND FINALLY SAID A BICYCLE IS
FASTER.

IT HASN'T IMPROVED IN 40 YEARS.
YOU KNOW, WE HAVE, I AM SORRY, I
HAVE A COPY OF THE GO BOSTON
2030.

I HOPE YOU ARE ALL FAMILIAR WIT,
SAITDZ WE ARE GOING TO HAVE BUS
RAPID TRANSIT IN FIVE TO 15
YEARS.

WHEN WAS THAT PUBLISHED?

>> TWO YEARS AGO.

SO THAT IS 2017?

OKAY.

SO NOW WE HAVE ABOUT EIGHT TO --
WELL, THREE TO 13 YEARS LEFT.
SOMETHING LIKE THAT.

OKAY?

AND RIGHT NOW THERE IS A
PROPOSAL, I AM REALLY IRRITATED
BECAUSE HAD A FRUSTRATED,
FRUSTRATING MEETING ON THIS LAST
NIGHT BUT THERE IS A PROPOSAL TO TO
REGUILD ALEXANDRA HOTEL WHERE
THE SILVER LINE CROSSES THE
NUMBER ONE.

WHAT THE -- MY NEIGHBOR
ASSOCIATION VOTED WAS TO ASK FOR
MITIGATION IN TERMS OF
IMPROVEMENTS TO THE PUBLIC REALM
AT THAT LOCATION THAT WOULD
IMPROVE BUS OPERATIONS.
SO WE DIDN'T JUST DREAM THESE

UP.

I HAPPEN TO TALK TO PEOPLE AT THE T AND THE CITY AT BETTER BUSES OPEN HOUSE AND THEY TOLD ME, THEY ACTUALLY SENT ME AN E-MAIL THAT SAYS HERE IS WHAT WE WOULD WANT IN EXCHANGE FOR MOVING THE BUS STOP THAT? FRONT OF THE HOTEL TO THEIR ADVANTAGE.

NEAR IS WHAT WE WOULD WANT IN RETURN.

THAT'S WHAT I HAVE BEEN ASKING FOR AND IT IS NOT SEEN THE LIGHT OF DAY.

I DON'T KNOW WHY.

EVERYONE I TALK TO AT THE T AND THE CITY AT THE -- SEEMS TO SUPPORT IT, BUT BPDA HASN'T REQUIRED THE DEVELOP TORE TALK ABOUT THOSE THINGS.

AND THERE WAS NO ONE AT LAST NIGHT'S MEETING WHICH APPARENTLY WAS THE ONLY -- WAS SLATED IT IS A LAST MEETING OF THE IAB TO ADDRESS MITIGATION, AND THERE WAS NO ONE AT THAT MEETING TO SAY, FROM THE CITY, THERE WAS NO ONE FROM THE CITY TO SAY THIS IS IMPORTANT, THIS IS CONSISTENT WITH OUR TRANSPORTATION PLAN, WE WOULD REALLY LOVE IT IF YOU DID THAT, THERE WAS NO ONE THERE TO SAY THAT, THERE WAS SOMEONE FROM LANDMARK SAYING PLEASE RESTORE THIS BUILDING, SOMEONE THERE FROM B PTA TO SAY PLEASE GET THIS DONE AND SOMEONE THERE FROM THE NEIGHBORHOOD, THE MAYOR'S OFFICE TO SAY THIS HAS BEEN A VALID PROCESS.

I DON'T KNOW WHAT IT TAKES TO GET THIS DONE BUT IT IS MY UNDERSTANDING EVERYBODY WHO CARES ABOUT TRANSPORTATION WANTS IT DONE AND I DON'T KNOW WHO DOESN'T CARE ABOUT TRANSPORTATION.

>> THANK YOU, CAROL.

>> THANK YOU.

THANK YOU, COUNCILORS, CAN YOU HEAR ME?

UNDERSTANDING THANK YOU FOR HAVING US, FOR HAVING PUBLIC

TESTIMONY FIRST, I REALLY APPRECIATE THAT.

>> I AM ANN LESLEY AND THE DIRECTOR OF THE ALLISTON BRIGHT COLLABORATIVE, AND WITH ALLIANCE WITH THE SMART STREET ALLIANCE WE HAVE BEEN ACTIVELY WORKING ON THE GROUND TO HAVE A DEDICATED BUS LANE IMPLEMENTED ON BRIGHTON AVENUE FOR ABOUT A YEAR. WE HAVE INITIALLY THIS CASE FROM A RESIDENT, RESIDENT'S INTEREST, DIGGING UP THE DATA AND DEALING WITH BPDA, THERE IS THE DATA TO SAY IN BUS LANE IS DIRELY NEEDED.

0.

>> WE ALREADY HAVE 75,000 PEOPLE IN ALTON BRIGHTON NOT TO SAY OF THE THOUSANDS THAT ARE COMING. THE DEDICATED BUS LANE WE ARE ADVOCATING FOR IS FOR THE 57 AND 66 BUSES.

NEITHER OF WHICH ARE PROPOSED TO HAVE ANY CHANGES IN THE SHORT-TERM UNDER THE BETTER BUS PLAN.

SO, AGAIN, THIS BEING A REAL URGENT NEED, SINCE THAT SPRING, WE HAVE BEEN OUT ON THE GROUND AT BUS STOPS IN THE MORNING COLLECTING FEEDBACK FROM RIDERS WANTING TO HEAR WHAT ARE YOUR NEEDS?

WE DIDN'T COME IN WITH A PRECONCEIVED NOTION OF BUS LANES.

WE ASKED THEM FIRST AND GOT OVER 100 RESPONSES AND THE MAJORITY, THE VAST MERGE AT THIS OF PEOPLE ARE SAYING THAT CONGESTION AND TIMING ARE THEIR BIGGEST CHALLENGES.

THE VAST MAJORITY OF RIDERS ARE GOING TO WORK AND TO SCHOOL. SO THIS IS AGAIN TO DRIVE OUR ECONOMY, SOMETHING LIKE THIS IS REALLY NEEDED.

AND RETURN TO THE STRATEGY IN THE FALL AND DID A REAL HEAVY PUSH TO COME BACK TO THOSE RIDERS AND SAY WE HAVE HEARD FROM YOU AND YOU ARE REALLY ASKING FOR A DEDICATED BUS LANE,

DO YOU SUPPORT THIS?
WE HAD OVER 230 SIGNATURES
SAYING YES.
SO WE HAVE DONE THE GROUNDWORK.
WE HAVE TALKED TO CUSTOMERS
GOING THROUGH ALLISTON VILLAGE
WHO ARE GETTING THEIR BY FOOT,
BY PUBLIC TRANSIT, NOT BY CAR,
THIS WOULD BE IN THE MORNING SO
IN TERMS OF IMPACT ON PARKING,
MINIMAL.
WE REALLY WANT TO REPLICATE WHAT
WAS REALLY SUCCESSFULLY DONE AND
CHAMPIONED BY YOU IN ROBIN DALE
AND IN ADDITION .. WE HAVE
TALKED WITH THE BUSINESSES.
WE HAVE DONE, AGAIN, WE HAVE
DONE THE GROUND WORK AND HAVE
BUSINESS SIGNATURES SAYING THEY
SUPPORT THIS.
WE DON'T UNDERSTAND WHAT THE
HOLDUP S WE HAVE GOT A WRITTEN
COMMITMENT FROM THE CITY SAYING
THIS WILL HAPPEN IN THE SPRING.
WE ARE NOW BEING TOLD IT WON'T.
SO I WOULD LIKE, AND
UNDERSTANDING, AND I WOULD LIKE
CLARIFICATION TODAY WHAT IS THE
HOLDUP?
WE HAVE TALKED TO PUBLIC WORKS.
WE HAVE TALKED TO THE POLICE
DEPARTMENT.
AND REALLY TRYING STRATEGIZE
WITH EVERYBODY WHAT IS THE BEST
WAY TO MAKE THIS PILOT
SUCCESSFUL?
TALKING ABOUT A LONG-TERM PILOT
THAT COULD REALLY TEST THE
SYSTEM OVER THE LONG-TERM, IN
THE SPRING WHEN STUDENTS ARE
STILL IN SESSION, IT IS
ESSENTIAL THAT THIS BE DONE WHEN
STUDENTS ARE STILL IN SESSION
BECAUSE SO MANY OF THEM USE THIS
ROUTE.
WE THOUGHT THIS THROUGH.
WE ALSO HAVE HEALTH
COLLABORATIVE AND TRANSPORTATION
COMMITTEE WITHIN THIS THAT HAS
DOZENS OF CIVIC ORGANIZATIONS AS
A PART OF THAT.
WE HAVE YET TO RECEIVE ANY
RESPONSE FROM THE CITY.
COUNCIL CIOMMO IS RESPONSIVE OF

THIS AND DOING GROUNDWORK ON OUR BEHALF.

WE HAVE ENGAGED THE MBTA, BUT IN TERMS OF HEARING FROM THE BOSTON TRANSPORTATION DEPARTMENT, WE WEHAVE YET TO HEAR A RESPONSE SO WE ARE LOOKING FOR ONE TODAY.

>> THANK YOU.

AND I AM SURE YOU WILL GET YOUR RESPONSE IN A LITTLE BIT.

AT THIS AT THIS.

>> THANK YOU.

FIFI.

I AM STACY THOMPSON EXECUTIVE DIRECTOR OF LIVEABLE STREET ALLIANCE AND BOSTON CITY RESIDENT AND I WILL KEEP MY COMMENT SHORT.

IT IS ALWAYS A DELIGHT TO BE ABLE TO ASK QUESTIONS INSTEAD OF RESPONDING SO HOPEFULLY SOME OF THOSE QUESTIONS CAN BE ADDRESSED TODAY AND WHAT I WOULD SAY IS, ALMOST A YEAR AGO TODAY, SOME OF THE COUNCILORS WHO ARE HERE OR THEIR STAFF WERE ACTUALLY PART OF THE RELIEF OF OUR BETTER BUSES REPORT.

COINCIDENTALLY IN THE MIDDLE OF A SNOWSTORM ADD FER IN DUDLEY SQUARE AND HERE YET AGAIN A YEAR LATER TALKING ABOUT SOME OF THE SAME ISSUES AND SO COUNCILOR GARRISON BECAUSE I HAVEN'T HAD THE OPPORTUNITY TO BRIEF YOU VIA COPY FOR YOU AND WE CAN CHAT AFTER.

OTHERWISE EVERYONE ELSE HAS HEARD MY SHTICK ON THIS BEFORE BUT THIS REPORT FOCUSED SPECIFICALLY ON THE CITY OF BOSTON AND SPECIFICALLY ON MEASURES THAT THE CITY COULD TAKE IN PARTNERSHIP WITH THE MBTA ON A ONE TO FOUR-YEAR TIME TIMELINE.

WE ARE NOW A YEAR LATER AND WE HAVE SUCCESSFULLY IMPLEMENT ADD PILOT IN ROSLINDALE BUT THROUGH HUNDREDS OF ENGAGEMENT ACROSS THE CITY ON BOOT HILL AVENUE, AND IN ALLISTON, WE HAVE HEARD FROM THE COMMUNITY THAT THEY FEEL LIKE THE CITY IS STUCK AND

THEY WANT TO HAVE CLEAR, CLEARER UNDERSTANDING OF WHEN THESE PROJECTS WILL BE IMPLEMENTED. AND AGAIN THESE ONES ARE CRITICAL, SPECIFICALLY LOOKING FOR TIMELINES, AND SORT OF AREAS OF RESPONSIBILITY, WHO, WHAT, WHEN FOR THE ALLISTON PILOT YOU HEARD ABOUT FOR MASS AVENUE AND BOOT HILL AVE WHO WHICH WAS HIGHLIGHTED IN THE PRESENTATION IN DECEMBER.

SO, YOU KNOW, WE WOULD LIKE TN MOVE FROM IDEAS, REPORTS, TO WHAT IS THE TIMELINE?

EVERYTHING IN THIS REPORT IS A CHIEFABLE WITH THE RESOURCES WE HAVE RIGHT NOW.

THESE ARE NOT NEW OR DECEMBER CAPITAL EXPENDITURES SO I AM LOOKING FOR THAT TYPE OF INFORMATION TODAY AND THANK YOU SO MUCH FOR LISTENING TO US AND CARING ABOUT BUSES.

THANK YOU.

>> THANK YOU VERY MUCH.

I WOULD LIKE TO ACKNOWLEDGE MY COLLEAGUE IN DISTRICT COUNCILOR ED FLYNN HAS JOINED US AND ED HAS VERY GRACIOUSLY SAID HE WILL SAVE OUR TIME AND MOVE 0 RIGHT INTO THE REGS.

IF WE CAN START WITH -- REPRESENTING THE CITY OF BOSTON AS DIRECTOR OF POLICY AND PLANNING AT THE BOSTON TRANSPORTATION DEPARTMENT.

THANK YOU.

I AM THE DIRECTOR OF PLANNING AT THE BOSTON TRANSPORTATION DEPARTMENT AND I WOULD LIKE TO THANK THE COUNCIL FOR HOSTING, ORGANIZING THIS HEARING AND FOR THE MBTA TO COME AND TALK ABOUT THE BETTER BUS PROMISE.

I JUST WANT TO START BY SAYING THAT THE CITY RECOGNIZES THE IMPORTANCE OF BUS SERVICE FOR OUR RESIDENTS.

IT IS THE HIGHEST USE MODE, IT IS A MODE THAT IS USED BY ALL OF THE RESIDENTS IN EVERY NEIGHBORHOOD, PARTICULARLY IN NEIGHBORHOODS THAT ARE NOT

SERVED BY THE MBTA -- SO IT IS A LIFELINE FOR MANY, WHETHER GETTING TO WORK OR TAKING THEIR KIDS TO DAY-CARE OR WHETHER IT IS JUST GOING FOR RECREATIONAL PURPOSES.

SO ON OUR 2030 PLAN SWAY CITY WIDE PLAN, EVEN THOUGH WE DON'T CONTROL THE MBTA DIRECTLY, WE MADE A HUGE EMPHASIS ON IDENTIFYING PROJECTS IN THAT PLAN THAT RELATE TO IMPROVING BUS SERVICE THAT RELATE TO IMPROVING THE SUBWAY SERVICE, AS WELL AS THINKING GOING DOWNTOWN AND IMPLEMENTING THOSE PROJECTS. I WANTED TO START BY SAYING THAT RELATIVE TO THE BETTER BUS PROJECT, THE, WE IDENTIFIED ITS IMPORTANCE SO WE ARE WORKING HAND IN HAND WITH THE MBTA TO KIND OF REVIEW THAT DETAILED ROUTE BY ROUTE PROPOSAL, BEEF UP MEETINGS OF THE MBTA AND THE MAYOR'S OFFICE OF NEIGHBORHOOD SERVICES, WHICH HAS REPRESENTATION FROM THROUGHOUT THE CITY.

SO THAT THEY CAN GIVE SOME FEEDBACK ON SOME OF THE CHANGES THAT HAVE BEEN MADE AS PART OF THE BETTER BUS PROJECT AND SO WE WOULD LIKE TO THANK YOU FOR MAKING THOSE PRESENTATIONS.

WE ALSO HAD A MEETING WITH THE DISABILITIES COMMISSION, SO THEY PRESENTED TO THE DISABILITIES COMMISSION TO GET SOME REAL KIND OF ON THE GROUND FEEDBACK ON WHAT IT MEANS FOR PEOPLE WHO -- WHO ARE -- WHAT IT MEANS FOR PEOPLE WHO ARE DISABLED.

WE ARE ALSO ORGANIZING PRESENTATIONS BY THE MBTA TO OUR EIGHT STRONG COMMISSION AND OUR HEALTH & HUMAN SERVICES DEPARTMENT AS WE BELIEVE THAT THEY SHOULD HEAR ONE ON ONE FROM THOSE TWO COMMISSIONS AS TO WHAT ISSUES HAVE TO BE ADDRESSED.

THERE HAS BEEN A DETAILED ANALYSIS ROUTE BY ROUTE OF THE PROPOSAL, AS YOU KNOW, WE RENT I WILL HAVE TAKEN ON BOARD A NEW

TRANSIT TEAM AT THE CITY OF BOSTON AND THE TRANSPORTATION DEPARTMENT, THOSE TWO INDIVIDUALS ARE WORKING HARD, EVEN AS WE SIT HERE AND HAVE STARTED TO MAKE A DIFFERENCE TO SEE WHAT THE TRANSPORTATION DEPARTMENT CAN DO TO WORK WITH THE TEAM TO THE IMPROVE BUS SERVICE.

THERE ARE SEVERAL PROJECTS THAT HAVE EITHER BEEN COMPLETED OR ARE WELL UNDERWAY AND HAVE BEEN ANNOUNCED PUBLICLY AND ARE BEING, AND COMMUNITY GROUPS HAVE BEEN INFORMED OF THOSE PROJECTS.

AS YOU KNOW, WE HAVE AN INITIAL IF THE IN, THE ROSLINDALE BUS LANE WHICH HAS BEEN A HUGE SUCCESS.

BECAUSE IT IS SOMETHING NEW FOR THE DEPARTMENT, ALL OF OUR DIVISIONS EMBRACED IT AND WE ARE VERY PROUD OF THE SUCCESS THAT IT HAS BEEN.

WE ALSO ANNOUNCED LAST YEAR AND HAVE BEEN ANNOUNCING IN COMMUNITY MEETINGS IN ALLISTON AND EVERYBODY IN ALLISTON KNOWS THAT THE CITY IS COMMITTED TO THIS.

WE HAVE A TIMELINE WE HAVE ESTABLISHED RELATIVE TO A BUS LANE ON BRIGHTON AVENUE, WHICH WOULD GO FROM CAMBRIDGE STREET TO AT LEAST MOUNT HARVARD STREET IF NOT ALL THE WAY TO -- AVE SO THAT AGAIN WE THANK THE T FOR BEGINNING TO LOOK TO US TO CONCEPT DESIGN.

WE HAVE, AS WE ALWAYS DO, COMMITTED TO A ROBUST PUBLIC PROCESS TO GET INTO THE DETAILS OF EXACTLY HOW THAT LANE WILL BE DESIGNED IN THE SPRING WITH THE INTENT OF, INTENTION OF IMPLEMENTING IT RELATIVE TO THE REBATE PROGRAM WE WILL HAVE FOR BRIGHTON AVENUE AND WANT TO DO SOMETHING AND THEN HAVE THE STREET REPAVED THE NEXT DAY.

WE ALSO HAVE COMMITTED TO A BUS LANE ON MOUNT WASHINGTON STREET THAT WE ARE WORKING ON.

THIS IS A VERY SMALL STREET BUT IT WORKS AS A CHOKE POINT FOR BUSES THAT ARE COMING FROM THE CHARLESTOWN AREA AS WELL AS FROM POINTS FURTHER NORTH, THE 111 IS A VERY IMPORTANT ROUTE BUT IT GETS KIND OF DELAYED AT MOUNT WASHINGTON STREET SO THAT WOULD BE ANOTHER BUS LANE.

WE ALSO HAVE ANNOUNCED THAT WE WILL BE -- THAT WE ARE LOOKING TO HAVE SOMEBODY ON BOARD WHO IS FULL TIME RESPONSIBILITY WILL BE TO WORK ON COLUMBIA ROAD AND BLUEVILLE AVENUE TO SEE HOW WE CAN IMPROVE BUS SERVICE ON THOSE TWO CORRIDORS.

BUT THAT'S A PROJECT THAT HAS TO BE SEEN AS A VITAL COMMUNITY VITALATION EFFORT.

VITALATION, VITALATION EFFORT.

.. WE NEED TO SEE WHAT IT MEANS FOR A SAFE ERODE FOR BOTH BLUE HILL AND FOR COLUMBIA ROAD.

WE HAVE TO ALSO SEE HOW THAT BUS SERVICE RELATES TO WHAT THE ASPIRATIONS OF PEOPLE WHO LIVE IN THOSE TWO CORRIDORS ARE. SO THAT WILL BE A LONG-TERM PROJECT.

SO THAT IN A NUTSHELL IS A QUICK OVERVIEW.

I AM SURE I MISSED SOME THINGS BUT I AM OPEN TO QUESTION AND ANSWER AND HAPPY TO ADDRESS THOSE.

>> THANK YOU VERY MUCH, SO WHY DON'T WE DO OPENING STATEMENTS FROM EVERYONE ELSE AND DO Q & A WITH EVERYONE. I WANT TO ACKNOWLEDGE I HAVE BEEN ENJOYED BY ANDREA CAMPBELL AND COUNCILOR KIM JANEY AS WELL.

THANK YOU WHAT MAKES SENSE IN TERMS OF ORDER?

WES, DO YOU WANT TO START OR GO DOWN THE LINE?

ANY ORDER, PLEASE FEEL TO INTRODUCE YOUR NAME, TITLE AND MAKE YOUR STATEMENT.

>> I THINK WE WILL DO INTRODUCTIONS AND THEN HAND IT OVER FOR REGS.

MY NAME IS CAP FINISH THE CHIEF

OF OPERATIONS STRATEGY AND OVERSIGHT AT THE T AND HANGS TO THE COUNCIL MEMBERS FOR HAVING US HERE TODAY.

>> WES EDWARD GENERAL MANAGER OF THE SERVICE FOR MBTA AND THANK YOU AGAIN FOR HAVING US HERE.

>> MY NAME IS MELISSA DOES LET SENIOR PLANNING FOR THE MBTA.

>> AND MELISSA, DID YOU SERVE FOR THE CITY TOO OR NO?

>> NOPE.

>> WE HAVE ONE ALUM HERE BUT -- ANYWAY, THANK YOU.

>> PLEASE.

>> SURE THANK YOU AGAIN FOR HAVING US HERE TODAY AND I ACTUALLY JUST WANT TO QUICKLY SAY THANK YOU TO THE CITY OF BOSTON, ACTUALLY ALL OF THE SURROUNDING CITIES, ACTUALLY TODAY WITH THE SNOWSTORM AND FOUR TO SIX INCHES OF SNOW WE GOT OVER LAST NIGHT I THINK IS A REALLY GOOD EXAMPLE OF THE PARTNERSHIP ACTUALLY THAT THE MBTA HAS WITH THE CITY TO ACTUALLY CLEAR THE STREETS AND MAKE SURE SPECIFICALLY FOR OUR BUS SERVICE TO MAKE SURE WE ARE ACTUALLY GETTING ALL OF OUR COMMUTERS AND YOUR RESIDENTS WHERE THEY NEED TO TO ON TIME. AT A REMINDER OUR BUS SERVICE SERVES A THIRD OF OUR RIDERSHIP EVERY DAY AND I THINK IT IS REALLY VITAL FOR THE BUS NETWORK TO WORK WITH CITIES TO MAKE SURE ROADS ARE CLEAR, SIDEWALKS ARE CLEAR, TODAY WE ACTUALLY HAD A REALLY SPECTACULAR PERFORMANCE, WE REVIEWED IT THIS MORNING, THERE WERE NO MAJOR ISSUES AND I THINK THAT ACTUALLY IS A TESTAMENT ACTUALLY TO THE CITY'S, SPECIFICALLY THE CITY OF BOSTON, WHERE THE MAJORITY OF OUR SERVICE IS HOW IMPORTANT IT IS WE WORK WITH YOU TO MAKE SURE YOUR STREETS WORK FOR OUR BUSES BECAUSE OBVIOUSLY -- I WANT TO QUICKLY ACKNOWLEDGE A GREAT PARTNERSHIP IN WORKING WITH IS CITY OF BOSTON TO MAKE SURE WE

PROVIDED SERVICE FOR OUR CUSTOMERS. SO THANK YOU.

SO LEADING OFF, LET ME MAKE SURE THIS WORKS.

THANK YOU BEN FOR HAVING US HERE TODAY TO TALK ABOUT THE BETTER BUS PROJECT.

I MAY NEED HELP WITH THIS PART. SORRY.

AND THAT IS THE BETTER BUS PROJECT.

[LAUGHTER.]

>> CARRIE WILL COME AND FIGURE IT OUT.

SO TO GIVE A QUICK OVERVIEW.

I KIND OF TOUCHED ON THIS A LITTLE BIT ALREADY BUT THE BUS NETWORK ITSELF IS ABOUT A THIRD OF OUR TRIPS THROUGHOUT THE ENTIRE NETWORK.

SO THERE IS ABOUT -- OOPS, THANK YOU.

>> THANK YOU, PERRY.

>> SO WE HAVE ABOUT 180 ROUTES ACROSS OUR ENTIRE NETWORK TO SERVE OUR CUSTOMERS, ABOUT 400,000 OF THOSE TRIPS ARE TAKEN EVERY SINGLE DAY ON BUS SERVICE. WE HAVE OVER, 1.3 MILLION TRIPS ACROSS THE ENTIRE NETWORK.

OUR BUS NETWORK SPECIFICALLY WE SERVE 50 COMMUNITIES AROUND THE NETWORKS.

LET'S KIND OF LAY THE FRAMEWORK FOR WHAT IS OUR BUS NETWORK.

SO REALLY KIND OF DIVING INTO WHAT IS A BETTER BUS PROJECT.

WE WERE TASKED IN EARLY 2018 AND REALLY LOOKING AT WHAT ARE OUR STANDARDS FOR OUR BUS NETWORK AND HOW IS OUR BUS SYSTEM ACTUALLY MEETING THOSE STANDARDS? WE ACTUALLY HAVE WHAT WE CALL A SERVICE DELIVERY POLICY WHICH IS ADOPTED IN 2017 WHICH SETS FORTH THE STANDARDS WE SHOULD BE ACHIEVING ARE AND WE MEASURE EVERY BUS ROUTE AGAINST THOSE STANDARDS.

WE KNOW WE ARE NOT MEETING THOSE STANDARDS ON THE MAJORITY OF OUR ROUTES AND WE WANTED TO UNDERSTAND WHAT THE GAP WAS AND HOW WE CAN START TO CLOSE THAT

GAP. SO WE WENT THROUGH A PROCESS WHERE WE EVALUATED THE ENTIRE BUS NETWORK AGAINST THAT SERVICE DELIVERY POLICY, IDENTIFIED SOME FOUNDATIONAL CHANGES WE CAN MAKE TO BETTER SERVE OUR CUSTOMERS, PERFORM OUTREACH AROUND THOSE CHANGES, AND THEN COME BACK AND DEVELOP A PLANNED RECOMMENDATION TO OUR BOARD AND BASED ON THAT LOOK TO IMPLEMENT THE FIRST ROUND OF CHANGES BY THE FALL OF THIS YEAR.

SO JUST FROM A HIGH LEVEL THERE ARE A LOT OF POTENTIAL CHANGES THAT WE ARE CONSIDERING AS PART OF THE BETTER BUS PROMISE.

IF NOT REALLY IT IS JUST ABOUT HOW WE CHANGE OUR SERVICE, IT IS ALSO ABOUT, YOU KNOW, THE OPERATIONAL CHANGES, THE THINGS THAT HAPPEN BEHINDS THE SCENES AND ABOUT CAPITAL INVESTMENTS MAKING SURE WE HAVE THE RIGHT NUMBER OF BUSES, THE RIGHT NUMBER OF FACILITIES THE THINGS THE PEOPLE DON'T SEE BUT ARE REALLY IMPORTANT TO MAINTAINING A BUS SERVICE, THOSE ARE THE CAPITAL INVESTMENTS AND THE FOURTH LEG THAT WE SEE IS REALLY IMPORTANT IS OUR PARTNERSHIPS WITH MUNICIPALITIES.

IN IS REALLY IMPORTANT FOR OUR BUS NETWORK BECAUSE OUR BUSES RUN HONESTY STREETS, THEY RELY HONESTY SIDEWALKS AND CITY INFRASTRUCTURE, CITY SIGNALS TO OPERATE OUR SYSTEM SO REALLY IMPORTANT WE HAVE A STRONG PARTNERSHIP WITH THE MUNICIPALITIES TO MAKE SURE WE HAVE FREQUENT AND RELIABLE BUS SERVICE.

I WON'T SPEND TOO MUCH TIME GETTING INTO THE BENEFITS OF BETTER BUS SERVICE.

WE KNOW THEY WILL GET TO PEOPLE WORK FASTER AND PEOPLE CAN RELY ON THE BUS NETWORK, JUST THE THREE THINGS WE ARE LOOKING ON THE LEFT AND WHAT THE POTENTIAL IMPACT OF THOSE ARE ON THE

RIGHT.

>> SO WE STARTED OUR OUTREACH PROCESS IN THE SUMMER OF LAST YEAR.

WE ACTUALLY WENT OUT TO THE PUBLIC AND WE HAD -- WE ACTUALLY ASKED THEM WHAT ROUTES DO YOU RIDE AND WHAT DO YOU SEE IT IS A BIGGEST PROBLEMS WE HAVE?

WE HAD A LOT AND LOT OF FEEDBACK.

WE HAD SEVEN REGIONAL PUBLIC MEETINGS.

WE HAD 15 TRANSIT TALKS WHICH IS REALLY US GOING INTO THE LOCAL COMMUNITY GROUPS, NEIGHBORHOOD GROUPS, PEOPLE ALREADY HOSTED MEETINGS AND TALKING WITH THEM ABOUT THE BETTER BUS PROJECT.

WE HAD STREET TEAMS WHERE WE SENT MULTIPLE STAFF TO SOME OF OUR BUSIEST BUS STOP LOCATIONS AND HANDING OUT SURVEYS AND TRYING TO COLLECT INFORMATION AS PEOPLE ARE WAITING FOR BUS.

THE, WE HAD OVER 1,000 PAPER SURVEYS COLLECTED AND THEN OVER, ALMOST 2,000 ONLINE SURVEYS COLLECT SOD WE HEARD FROM OVER 3,000 PEOPLE ABOUT WHAT ROUTES DO YOU RIDE?

AND THEN WHAT -- WHAT ARE THE BIGGEST CONCERNS YOU HAVE?

AND NOT ONLY DID WE LISTEN TO OUR CUSTOMERS BUT ACTUALLY STARTED LISTENING TO OUR OPERATORS MORE AND WE HOLD AND CONTINUE TO HOLD MONTHLY LISTENING SESSIONS WITH ALL OF OUR OPERATORS BECAUSE HONESTLY THEY PROBABLY KNOW MORE ABOUT THE SYSTEM THAN ANYONE WHO IS RIDING THE BUS EVERY DAY BECAUSE THEY RORIDE AND DRIVE THOSE ROUTES MULTIPLE TIMES EVERY DAY AND MAKE SURE WE ARE HEARING FROM OUR OPERATORS AS WELL.

SO WHAT DID WE HEAR? YOU KNOW, FROM THE PUBLIC, BY AND LARGE THE TOP TWO THINGS IS WE WANT MORE RELIABLE AND MORE FREQUENT SERVICE.

THIS MIGHT SEEM OBVIOUS BUT I THINK IS REALLY IMPORTANT FOR US

TO EMPHASIZE THAT IS WHAT WE HEARD FROM THE PUBLIC AND WE WANT TO REALLY WANT TO USE THAT ASSORT OF OUR GUIDANCE FOR HOW WE CONSIDER ANY CHANGES TO OUR SYSTEM.

SO AND THEN ALSO FROM OUR OWN DRIVERS WE HEARD THAT THEY HAVE SCHEDULES THAT CAN'T BE MET, THAT IS A PROBLEM, BOTH FOR OUR DRIVERS AND FOR THE PUBLIC.

AND ALSO THE DRIVERS RECOGNIZE THEY WOULD LIKE TO SEE BETTER SPACING OF STOPS.

WE HAVE ALMOST 8,000 BUS STOPS IN OUR SYSTEM, MORE THAN A LOT OF OUR PEER SYSTEMS AND IT ACTUALLY DOES CAUSE OUR BUSS TO STOP A LOT WHICH DOES SLOW DOWN SERVICE AS WELL.

SO HE THEN WE ALSO REACHED OUT TO CONSULTANTS AND HAD THEM REVIEW ALL OF THE ROUTES IN THE SYSTEM AND FOUND A LITANY OF THINGS.

OUR SYSTEM IS COMPLEX NOT GOOD LEVELS OF FREQUENCY, SERVICE IS SLOWER AND GETTING SLOWER AS CONGESTION SERVICES, SERVICE IS UNRELIABLE, BUS IS OVER CROWDED, MANY ROUTES START TO, TOO LATE IN THE MORNING AND END TOO EARLY IN THE EVENING AND WE JUST SORT OF OPERATE SERVICE TOO INFREQUENTLY. THIS IS WHAT WE FOUND OUT THROUGH THE FIRST ROUND OF ANALYSIS AND PUBLIC OUTREACH, WE TAKE TO HEART AND SAY OKAY WHAT CAN WE DO BETTER OR COME BACK TO THE PUBLIC TO TALK ABOUT?

SO KIND OF DIVE INTO A LITTLE BIT OF WHAT OUR PROCESS MATH IS. I THINK IT IS IMPORTANT TO UNDERSTAND WHAT WE ARE DOING NOW, SWLEAT DONE AND WHAT WE LOOK TO DO IN THE FUTURE.

SO ON THIS SLIDE, YOU WILL SEE ON THE LEFT THIS IS OUR CONTINUOUS CHAIN.

WE WANT TO IDENTIFY THAT WE HAVE DONE A LOT SO FAR TO I DON'T HAVE BUS SERVICE, THAT DOESN'T MEAN WE STOP.

WE ACTUALLY WILL CONTINUE TO DO MORE AND MORE.

WE HAVE REGULAR PROCESSES WHERE EVERY QUARTER WE UPDATE OUR SERVICE AND LOOK AT EXISTING DATA AND TRY TO MAKE SURE WE ARE PROVIDING SERVICE THAT IS ON SCHEDULE AND RELIABLE AS POSSIBLE.

THE SECOND COLUMN IS ANALYSIS THIS IS KIND OF WHAT WE UNDERTOOK DURING THE ROUND ONE OF THE PUBLIC OUTREACH 0 PROCESS AND WE HEARD FROM A LOT OF PEOPLE AND WITH THAT ON JANUARY 28TH WE RELEASED TWO REPORTS, REALLY, REALLED TO THE ANALYSIS WHICH IS THE STATE OF THE SYSTEM, WHICH IS REALLY AN HONEST AND CRITICAL LOOK OF OUR BUS NETWORK AND WHAT CHALLENGES WE FACED ARE, AND ALSO MARKET ANALYSIS LOOKING AT WHO ARE THE POPULATIONS WHAT IS THE DEMOGRAPHIC WE SERVE AND EVERYTHING AROUND THE BUS NETWORK THAT INFLUENCES THE BUS NETWORK AND THEN THE MIDDLE COLUMN WHICH IS REALLY KEY INDEPENDENCE KIND OF THE FOCUS OF WHAT WE ARE HERE TO TALK ABOUT TODAY. ,000 RECESS THE PROPOSED NEAR TERM CHANGES SO WE RELEASED THIS, OUR PROPOSED NEAR TERM CHANGES ALSO IN JANUARY 28TH WHICH IS REALLY THE KICKOFF FOR OUR PUBLIC OUTREACH PROCESS.

AND I THINK ALL OF YOU HAVE A COPY OF THIS, WHAT WE CALL THE -- THIS YELLOW DOCUMENT SNOW OF IT IS A LIST OF 47 DIFFERENT PROPOSALS.

SO THIS IS KIND OF WHAT WE ARE HERE TO TALK ABOUT TODAY AND THE PRODUCT AND THIS IS WHAT WE ARE GOING TO THE PUBLIC OUTREACH PROMISE, ARE THESE PROPOSALS ON PROMISE, DID WE GO TOO FAR OR NOT GO FAR ENOUGH AND WE CAN GO INTO MORE BUT THIS IS KIND OF FRAMING WHERE WE ARE PROPOSING NEAR TERM CHANGES ARE. SO WHAT IS GOING TO HAPPEN WITH

THIS IS ON MARCH 13TH, WE ARE GOING TO END DAR WE ARE GOING TO CONCLUDE THE PUBLIC PROCESS AND LOOK AT ALL OF THE COMMENT WE RECEIVED, FIGURE OUT ARE THERE PROPOSALS IN THIS PACKAGE THAT WE NEED TO CHANGE?

OUR PROPOSALS THAT WERE ON TARGETS, PROPOSALS THAT NEED TO BRING FULL AND A FINE PANEL OF CHANGES TO THE BOARD IN APRIL TO BET THEIR REVIEW OF THE PACKAGE AND APPROVAL, IF THEY APPROVE THEN WE LOOK TO IMPLEMENT THE MAJORITY OF THESE CHANGES AS EARLY AS FALL OF 2019, AND ANYTHING THAT MIGHT BE MORE COMPLEX MIGHT FALL A LITTLE BIT BEHIND THAT BUT THE MAJORITY ARE IN THE FALL OF 2019.

SO IN ADDITION, KIND OF --

THAT'S NOT WHERE WE STOPPED. SO I KNOW WE ARE HERE TO TALK ABOUT THE NEAR TERM PROPOSALS BUT NOT STOPPING THERE AND TALKING ABOUT WHAT IS A MULTIYEAR INVESTMENT STRATEGY LOOK LIKE FOR THE MBTA? WE ARE TALKING TO OUR BOARD ABOUT WHAT WOULD WE DO IF WE HAD ADDITIONAL RESOURCES? THIS SLIDE, TWO MONDAYS AGO, TWO WEEKENDS AGO WE ENGAGED OUR BOARD WHAT WOULD WE DO AND TALKED ABOUT THERE ARE OPPORTUNITIES IF WE HAD ADDITIONAL FUNDING FOR OPERATORS TO PROVIDE ADDITIONAL OFF PEAK SERVICE AND ADDITIONALLY IF WE HAD ADDITIONAL FUNDING FOR RCIP TO FUND CAPITAL WE WANT TO PARTNER MORE STRONGLY WITH CITIES TO WORK ON DESIGN AND IMPLEMENTATION OF BUS PROVIDER AT THIS FACILITIES, THINGS SUCH AS BUS LANES, QUEUE JUMPS, TRANSIT SIGNAL PRIORITY AND OTHER MECHANISMS TO ACTUALLY CHANGE CITY STREET INFRASTRUCTURE TO MAKE OUR BUSES RUN FASTER AND BE MORE RELIABLE. SO THEN WITH THAT, LOG TO THE TOUCH, WE ARE PARTNERING WITH OUR COLLEAGUES IN MATH DOT TRANSIT PLANNING CALLED NETWORK

REDESIGN.

WHAT IS THE FUTURE LOOKING
SNRIEK THEY ARE IN THE EARLY
PLANNING STAGES OF THAT AND IN
THE DATA COLLECTION PHASE TRYING
TO UNDERSTAND WHAT THOSE
MEASURES SHOULD BE BUT WE ARE
WORKING CLOSELY WITH OUR
COLLEAGUES TO MOVE THAT FORWARD
AND WHAT WE SEE HAPPENING TODAY
AND NOW TALKING ABOUT THE BUS
PROJECT IS REALLY BUILDING
MARKET SHARE FOR WHAT COULD BE A
TOUCH TRANSIT NETWORK.

AND REALLY TRYING TO BUILD RIDER
SHIP AND SERVE OUR RIDERS NOW AS
OPPOSED TO WAITING FOR SOMETHING
TO HAPPEN IN THE FUTURE.

SO THAT'S JUST SORT OF A CONTEXT
SETTING FOR ALL OF THE THINGS WE
HAVE GOING ON AND LET YOU KNOW
WE WILL CONTINUE TO WORK TOWARD
PROVING BUS SERVICE.

JUMP TO THE NEXT SLIDE, JUMPING
TO THE NEAR PROPOSED CHANGES WE
HAD A NUMBER OF PRINCIPLES WE
LOOKED AT, WHAT THE
OPPORTUNITIES WERE THROUGHOUT
THE NETWORK TO IMPROVE SERVICE.
SO FIRST WE WERE TASKED WITH
LOOKING AT THINGS THAT ARE COST
NEUTRAL.

SO THIS IS REALLY IMPORTANT,
BECAUSE WE NEEDED TO FIX THE
FOUNDATION OF OUR NETWORK BEFORE
WE CAN LOCK AT INVESTING IN IN
NEW OPPORTUNITIES SO FOUND A
NUMBER OF PROPOSALS, ALL 47
PROPOSALS INCLUDED THIS THIS
FOLIO ARE COST NEUTRAL WAYS TO
IMPROVE FREQUENCY RELIABILITY IN
SOME CASES EVEN MAKE NEW
CONNECTIONS WE HEARD PEOPLE
WANTED IN, AND IN ROUND ONE, THE
OTHER PRINCIPLE WE WANT TO IMIN
SIMILAR SERVICES WE MIGHT HAVE
SERVICES THAT ARE PARALLEL TO
EACH OTHER.

BET PEOPLE TO THE SAME PLAIN,
PLACE, MIGHT TAKE A DIFFERENT
APPROACH.

IS THERE AN OPPORTUNITY TO
ACTUALLY COMBINE THOSE AND
PROVIDE BETTER FREQUENCY AND

RELIABILITY?

ALSO, WE WANT TO MINIMIZE ROUTE VARIATIONS.

THERE ARE SOME ROUTES THAT HAVE OVER 10 VARIATIONS FOR THE WAY THEY RUN IN THE MIDDLE OF THE DAY.

ONE ROUTE NUMBER, BUT IT MIGHT GO TO 10 DIFFERENT PLACES IN THE MIDDLE OF THE DAY AND ACTUALLY COMPLEX AND CONFUSING FOR CUSTOMERS AND NOT ONLY THAT IT IS SOMETIMES HARD FOR OPERATORS TO REMEMBER AT WHICH TIME THEY LEAVE THE GARAGE AND WHERE THEY ARE SUPPOSED TO GO.

SO WE WANT TO TRY TO MINIMIZE THE VARYINGS BUT THAT AND ALSO IMPROVE OUR RELIABILITY AND FREQUENCY OF OUR SERVICE.

WE ALSO LOOKED AT SHORTENING UNPRODUCTIVE SECTIONS OF OUR ROUTES.

THERE ARE SECTIONS OF OUR ROUTES THAT ARE VERY LONG AND AT THE VERY TAIL END THEY MIGHT SERVE VERY FEW TRY RIDERS AND NOT MARKET CAN WE ACTUALLY SHORTEN THAT AND REINVEST THAT IN THE ROUTE?

AND ADDITIONALLY OPPORTUNITIES FOR US TO STRAIGHTEN ROUTES? WE HAVE SOME ROUTE THAT WE DON'T EVEN KNOW WHY TODAY WHY THEY GO DOWN THE STREETS THEY DO AND WE REALLY LOOK AT THEM AND MAYBE WE COULD STRAIGHTEN THIS OUT AND FIGURE OUT WHERE NEW STOPS CAN BE AND REDUCE COMPLEXITY AND PROVIDE MORE FREQUENT AND RELIABLE SERVICE.

SO THOSE ARE THE PRINCIPLES WE USE WHEN WE LOOKED AT THESE, WHEN WE PUT THESE 47 CHANGES TOGETHER.

>> SO WHAT DO WE SEE AS A TOTAL IMPACT OF THIS PROPOSED PACKAGE? THIS 47 PROPOSALS IN HERE THAT AFFECT 63 OF OUR 180 ROUTES.

WE HAVE ABOUT 2,000 PASSENGER HOURS SAVED EVERY WEEKDAY WHICH IS ABOUT HALF A MILLION WEEKDAY HOURS A YEAR.

SO WE PEEL IT IS PRETTY

TRANSFORMATIVE IF WE CAN JUST DO THIS PORTION OF MAKING THESE IMPROVEMENTS.

WE ESTIMATE JUST LOOKING AT OUR MODEL TO GET 8,000 NEW BUS RIDERS A DAY OR 2 MILLION NEW RIDERS PER DAY, 2 MILLION NEW RIDES PER YEAR, WE SEE THIS AS A POSITIVE IMPACT ON 30 TO 40,000 OF OUR WEEKDAY BUS RIDERS WHO WOULD WANT TO RECOGNIZE THAT THERE ARE TRADE-OFFS TO THIS, BECAUSE THIS IS A COST NEUTRAL APPROACH, THERE IS A SUBSET OF RIDERS THAT WILL BE INCONVENIENCED.

WE SEE SORT OF NETWORK WIDE 78 SIX-WEEK DAY BUS RIDERS WOULD HAVE TO WALK FURTHER THAN HALF A MILE TO CATCH A BUS, HALF A MILE IS THE STANDARD WE LOOK -- WE USE IN OUR SERVICE DELIVERY POLICY FOR LOOKING AT ACCESS TO BUS SERVICE.

BUT IN CONTEXT ABOUT .2 PERCENT OF OUR RIDERS AND HAVE ABOUT 3,000 WEEK AT A BUS RIDERS WOULD HAVE TO TRANSFER WHO DIDN'T HAVE TO BEFORE.

THAT'S LESS THAN ONE PERCENT OF OUR RIDERSHIP.

AND I WANT TO JUST STRESS ALL OF THESE PROPOSALS THAT WE ARE TALKING ABOUT ARE AVAILABLE ON OUR WEBSITE AT MBTA.COM/BETTER BUS, IT HAS BEEN AVAILABLE SINCE MARCH, SORRY SINCE JANUARY 28TH AND WILL CONTINUE TO BE AVAILABLE THROUGH MARCH 13 AND THE PUBLIC CAN GO THERE AND COMMENT ON EVERY ONE OF THESE PROPOSALS P.

>> TO WALK THROUGH A QUICK EXAMPLE BECAUSE WE PROBABLY DON'T HAVE TIME TO GO THROUGH 47 CHANGES BUT HAPPY TO ANSWER ANY QUESTIONS AT THE END.

SO THE ROUTE 1-C.

THE 1, THIS IS ONE WE HAVE BEEN HIGHLIGHTING TO ARE A WHILE NOW, SO AS MANY OF YOU KNOW THE ROUTE ONE GOES ALL THE WAY FROM HARVARD SQUARE TO DUDLEY SQUARE GOING THROUGH THE CITY OF

CAMBRIDGE AND THE S OF BOSTON.
THE CT 1 IT ACTUALLY, I WON'T
SAY PARALLEL BUT ACTUALLY IS,
RUNS THE SAME ROUTE CT 1 THERE
CENTRAL SQUARE ALL THE WAY DOWN
MASS AVENUE AND TURNS AND DOES
SORT OF A LOOP AROUND AND INTO
BOSTON MEDICAL CENTER, SO WE ARE
SUGGESTING TO COMBINE THESE
SERVICES SOME OF THE, SOME OF
OUR CUSTOMERS WHO CAN WAIT FOR
EITHER OF THE ROUTES, THEY MAY
SAY ROUTES COME EVERY FOUR OR
FIVE MINUTES AND THEN UP TO 15
TO 18 MINUTES, JUST SORT OF
DEPENDING ON WHEN, HOW IT IS
SCHEDULED, THE CHALLENGES
BECAUSE THESE ARE ROUTES THAT
ESSENTIALLY SERVE A LOT OF THE
SAME CUSTOMERS IT IS REALLY HARD
TO SCHEDULE THEM BECAUSE THEY
ARE DIFFERENT ROUTES THAT HAVE
SLIGHTLY DIFFERENT ENDING
POINTS, SO BY ACTUALLY KING THE
ROUTES, WE CAN ACTUALLY PROVIDE
A BETTER SCHEDULE THAT IS MORE
RELIABLE, AND ACTUALLY CAN
BETTER SERVE OUR CUSTOMERS
BECAUSE WE CAN SHORTEN THE LONG
WAIT AND CAN ACTUALLY, WE CAN
ACTUALLY, WE THINK WE CAN
ACTUALLY REDUCE THE BUMPING AND
THE CROWDING THAT MIGHT HAPPEN
ON THE EXISTING ROUTE 1 AND CT
1 SERVICE.

THERE ARE TRADE-OFFS TO THIS AS
WELL BECAUSE WE ARE SORT OF --
WE ARE LOOKING AT THE WAY
DIFFERENT WAY OF HOW WE SERVE
BOSTON MEDICAL CENTER.

RIGHT NOW, THE WAY THE PROPOSAL
IS STRUCTURED IT IS SORT OF THE
WESTERN SIDE OF BOSTON MEDICAL
CENTER BUT WOULDN'T LOOP AROUND
AND THEN GO INTO BOSTON MEDICAL
STERN AS WELL, IT WOULD SO WE
WOULD BE SERVING IT FROM ONE
SIDE.

SO YOU THINK ON ROUTE 1, CTV,
WHAT WHAT IS THE MATERIALS THE
PUBLIC ARE SEEING SO WE HAVE A
SERIES OF -- SORT OF A ONE PAGE
SUMMARIES OF EVERY SINGLE
PROPOSAL AVAILABLE ON LINE AND

WE HAVE A COUPLE OF COPIES HERE
TODAY WE CAN LEAVE BEHIND AS
WELL.
SO WHEN OUR CUSTOMERS GO THERE,
THEY WILL SEE THERE IS A
PROPOSAL FOR THE ROUTE ONE, CT
1, PROVIDE A DESCRIPTION OF THE
CHANGE ON THE RIGHT SIDE OF THE
FRONT PAGE WE HAVE THE
AGGREGATED CUSTOMER IMPACT, AND
WE PROVIDE A MAP.
THE MAP I THINK IS ACTUALLY
REALLY IMPORTANT BECAUSE IT
PROVIDES A VISUAL REPRESENTATION
TO THE CHANGE THAT WE ARE MAKING
AND WE ACTUALLY USE OUR EXISTING
SYSTEM MAP THAT OUR CUSTOMERS
ARE VERY FAMILIAR WITH AND
COMFORTABLE WITH AND TRY TO
RECREATE AND SAY THIS IS WHAT
THE ROUTE WOULD LOOK LIKE ON THE
NEW SYSTEM MAP AND WHEN YOU FLIP
IT TO THE BACK IT WOULD HAVE --
WE BELIEVE IN THESE CHANGES, AND
ALSO TRYING TO BE VERY
TRANSPARENT, HERE IS WHAT THE
TRADE-OFFS ARE IN MAKE THIS
CHANGE AND A LOT OF THESE
PROPOSALS MORE DATA THAT CAN BE
FOUND WE COULDN'T THE IT IN THIS
DOCUMENT SO ACTUALLY HAVE LINKS
SO WHERE THEY COULD FIND
ADDITIONAL DATA ANALYSIS AS WELL
TO SUPPORT THAT. SO THE OUR
PUBLIC INTEGRATION STRATEGY.
RIGHT NOW WE ARE IN THE MIST
MIST OF SECOND ROUND OF PUBLIC
OUTREACH.
WE LEARNED A LOT IN ROUND ONE
WHAT WORKS AND WHAT DOESN'T SO
ROUND 2 WE BUILT UP WHAT WE
THOUGHT WAS REALLY EFFECTIVE AND
TRIED TO TWEAK WHAT WE THOUGHT
COULD HAVE BEEN MORE EFFECTIVE.
SO SO WE LEARN A LOT OF THINGS
HAVE A WEBSITE WHICH IS BY AND
FAR FOR US TO RECEIVE THE BEST.
WE RECEIVED THE MOST COMPLETE
FEEDBACK.
AGAIN THAT IS MBTA.COM / BETTER
BUS YOU CAN REVIEW EVERY SINGLE
PROPOSAL AND PROVIDE FEEDBACK ON
EVERY SINGLE ROUTE AND HAVE A
DIGITAL AND PRINT ADVERTISING

CAMPAIGN THAT IS ROBUST.
WE ARE ALSO DOING NEIGHBORHOOD BRIEFINGS THAT IS ACTUALLY US GOING INTO EXISTING COMMUNITY GROUPS AND MEETING WITH THEM AND TALKING ABOUT THIS PROJECT AND ANSWERING ANY QUESTIONS THEY MAY HAVE IN THE PROPOSALS AND ALSO HOLDING LARGER COMMUNITY MEETINGS WHERE WE PARTNER WITH COURT PROJECTS IN THE MBTA AND GOING OUT AND ACTUALLY HAVING AN MBTA HOSTED MEETING AND SORT OF OPEN, IT IS SORT OF AN OPEN STYLE, WE CALL IT THE SCIENCE FAIR MODEL WHERE PEOPLE COME AND LOOK AT SOME OF THE EASELS AND BOARDS AND LOTS OF STAFF TO TALK ABOUT THE DIFFERENT PROJECTS GOING ON AT THE MBTA.

ALSO HAVING A NUMBER OF OPEN HOUSES AND THESE ARE REALLY TARGETED AT TRYING TO GO TO STATION AREAS, ESPECIALLY BUS STATION AREAS WHERE A LOT OF OUR CUSTOMERS MIGHT GET ON AND OFF OUR SYSTEM AND TRYING TO CATCH THEM AT THEY ARE COMMUTING AND SAY, HEY, STOP ON YOUR WAY HOME OR STOP ON YOUR WAY TO WORK AND HAVE REALLY IMPORTANT INFORMATION FOR YOU AND TRY TO CATCH THEM.

WE HAVE WORKSHOPS AND WORKING WITH A LOT OF INITIALS, AND A STATE LEGISLATORS TRYING TO MAKE SURE WE GET THE WORD OUT ABOUT THE PROJECT AND ALSO DOING MUNICIPAL ENGAGEMENT, A LOT OF THESE ROUTES LIKE I SAID GO THROUGH MUNICIPAL, THEY GO THROUGH CITIES AND THEY GO THROUGH THE TOWNS AROUND THE GREATER BOSTON REGION AND OUR BUS SERVICES REALLY RELIANT ON MAKING SURE WE PARTNER WITH CITIES AND TOWNS THAT MAKE SURE OUR BUS SERVICE IS PROACTIVE AND RELIABLE.

AND THE LAST ONE, I KNOW I MENTIONED THIS ALREADY BUT REALLY HEARING FROM THE OPERATORS AND MAKING SURE THEY UNDERSTAND WHAT WE ARE PROPOSING

AND SEE ANY CHALLENGES THEY SEE
IF THERE ARE ANY REVISIONS WE
SHOULD MAKE TO THESE PROPOSALS.
ALL OF THIS FEEDBACK WE ARE
GOING TO BE AGO BAITING IT AND
BRINGING IT BACK TO OUR BOARD,
NOT AGGRAVATING.

[LAUGHTER.]

>> AGGREGATING AND BRINGING IT
BACK TO OUR BOARD AND ACTUALLY
BE INFLUENCING WHAT THE FINAL
PACKAGE OF PROPOSALS THAT WE
WILL BE BRINGING TO OUR BOARD
FOR APPROVAL IN APRIL WILL --
WILL BE.

JUST TO LAY OUT THE TIMELINE, I
KNOW WE ARE THIS THE MIDDLE OF
THIS RIGHT NOW BUT WE HAVE SIX
STREET TEAMS WE HAVE DONE,
ACTUALLY GOING TO STATION
LOCATIONS, WE HAVE DONE SEVEN,
WE HAVE SEVEN OPEN HOUSES
SCHEDULED, MOST OF THEM ALREADY
DONE.

WE HAVE WE ARE OUT AT FOREST
HILLS LAST MIGHT FOR AN OPEN
HOUSE AND NEXT WEEK A FEW MORE.
AND THEN COMMUNITY MEETINGS
THESE ARE THE LARGER MEETINGS
PARTNERING WITH OTHER PROJECTS
IN THE MBTA AND HAD ONE IN SOUTH
BOSTON ON THE 25TH AND ONE IN
CAMBRIDGE ON TUESDAY.

AND WE WILL HAVE ONE IN
WATERTOWN AND ONE IN ACTUALLY
DOWNTOWN BOSTON.

TEN PARK PLAZA, HEADQUARTERS FOR
THE MBTA BUT I WILL STRESS WE
ARE HAVING ONE ON MARCH 7TH FROM
SIX TO 8:00 P.M. IN DOWNTOWN
BOSTON AT 10 PARK PLAZA AS WELL.

>> THAT'S THE END.

THAT'S OKAY.

NEXT KEY STEPS.

SO WE HAVE HAD -- WE HAVE GONE
THROUGH -- WE PRESENTED TO OUR
BOARD ON THE PROJECT IN DECEMBER
WE TALKED ABOUT SORT OF THE NEAR
TERM CHANGES IN JANUARY RIGHT
BEFORE IT WENT PUBLIC.

JANUARY 28 THROUGH THE 13 WE ARE
IN THE MIDDLE OF THE PUBLIC
OUTREACH PROCESS.

THE, WHILE THAT PROCESS IS GOING

ON WE WILL TALK TO OUR BOARD,
TWO MONDAYS AGO TALKED ABOUT
WHAT WE WOULD DO WITH ADDITIONAL
RESOURCES, SETTING UP THAT
CONVERSATION.

AT THE SAME TIME, IN FEBRUARY,
OUR COLLEAGUES AT MASS DOT, THEY
ACTUALLY HAVE SELECTED A
CONSULTANT TO MOVE FORWARD WITH
FOR THE BETTER -- OR FOR THE
NETWORK REDESIGN AND THEN WE
WILL ACTUALLY BE COMING BACK TO
OUR BOARD IN MARCH AND TALKING
WITH -- ACTUALLY OUR BOARD WILL
TAKE ACTION IN MARCH TO PROPOSE
A FISCAL YEAR 20 BUDGET TO
CONSIDER ADDITIONAL OPTIONS FOR
HELPING SUPPORT MBTA BUS
SERVICE.

AND THEN IN APRIL WE WILL BE
BRINGING THIS FINAL PACKAGE OF
PROPOSALS AS REVISED FOR PUBLIC
FEEDBACK TO OUR BOARD FOR
APPROVAL AS WELL.

SO A LOT OF THINGS GOING ON,
WANT TO MAKE SURE YOU SEE THE
TIMELINE FOR THE EFFORTS THAT
ARE HAPPENING RIGHT NOW TO SORT
OF, TO START TO ADDRESS BUS
SERVICE.

>> SO JUST TO KIND OF QUICKLY GO
THROUGH SPECIFICALLY TO THE CITY
OF BOSTON, THERE ARE 30 OF THE
47 PROPOSALS THAT IMPACT 42
DIFFERENT ROUTES AND THAT TOUCH
THE CITY OF BOSTON.

NOT NECESSARILY ALL THE CHANGES
ARE HAPPENING IN THE CITY OF
BOSTON BUT THE ROUTES DO GO --
DO GO INTO BOSTON AND WE WILL BE
MAKING CHANGES ON SOME LEVEL AND
SOMETIMES IN THE MAJORITY OF THE
TIME THESE ROUTES WILL BE IN THE
CITY OF BOSTON WE ARE CHANGING.
SO MAYBE I WILL HAVE MELISSA
READ THEM WHILE I GO THROUGH
BECAUSE THIS IS JUST GOING TO BE
WALKING THROUGH VERY QUICKLY SO

--

>>

>> OKAY.

THANK YOU.

SO AGAIN WE HAVE 30 PROPOSALS ON
42 ROUTES THAT TOUCH THE CITY OF

BOSTON.

FIRST IN ORDER NUMERICALLY THE ROUTE 1 AND CT 1 COMBINATION, AGAIN, AS WE EARLIER MENTIONED THAT IS REALLY FOCUSED ON IMPROVING SERVICE ON THE ONE OVERALL, EVEN THOUGH IT MEANS THAT THERE IS A TRADE-OFF OF FOLKS WHO ARE TRAVELING FARTHER INTO THE BOSTON MEDICAL CENTER CAMPUS AREA WOULD HAVE A LONGER WALK BUT WE HOPE THAT IT WOULD IMPROVE FREQUENCY SO THE VAST MAJORITY OF RIDERS WHO ARE USING SOUTH MASS AVENUE TO GETS TO HINES AND OVER TO CAMBRIDGE, WE ALSO HAVE PROPOSED CHANGE TO THE 4, THAT IS OUR MAIN CONNECTION BETWEEN SAY THE COMMUTER RAIL AT NORTH STATION, ORANGE LINE AND GREEN LINE A CROSSOVER TO THE SOUTH BOSTON WATERFRONT SO THE PROPOSAL HERE IS TO BYPASS NORTHERN AVE AND STAY ON SEAPORT BOULEVARD WHICH WE THINK IS MORE VALUE TO A LOT OF THE NEW DEVELOPMENTS THAT HAVE SPRUNG UP IN THE SOUTH BOSTON WATERFRONT AREA AND WOULD BE A FOR DIRECT ROUTING AS WELL.

THE ROUTE FIVE AND 16, ACTUALLY, I MEAN, I DON'T KNOW IF WE NEED TO GO THROUGH ONE BY ONE BY ONE, I THINK IF COUNCILORS ARE OKAY IF EVERYONE KIND OF READS AND HAS QUESTIONS, UNLESS THERE IS SOMEONE WHO WANTS US TO CONTINUE GOING THROUGH EACH OF THE ROUTES.

OKAY.

I JUST THINK THERE PROBABLY WILL BE MORE TIME FOR Q & A THAT WAY.

>> SURE.

>> I APPRECIATE IT.

>> AND CHAIR IF YOU DON'T MIND CAN WE READ THE ROUTES THAT ARE IMPACTED INTO THE RECORD AND HAVE IT IN THE RECORD.

>> JUST READ THE ROUTE NUMBERS AND THEN WE CAN DIG IN MORE WHEN PEOPLE HAVE QUESTIONS.

>> SURE.

>> SO WE HAVE CHANGES TO THE ROUTES 1, CT 1, 4, 5, 16, 8, 9,

18, 19, 26, 27, 34 AND 34 E, 36,
37, 44, 47, 52, 60, 65, 89, 90,
92, 93, 95, 111, 120, 20 ONE,
TWO 02, TWO PEN, 424, 441, 442,
448, 449, 455, 459, 401, 50
OPPORTUNITY, 501, 502, 503.

>> SO I WANT TO ACKNOWLEDGE OH
IS THERE ANYTHING ELSE YOU WANT
TO ADD TO THE PRESENTATION PART?

>> NO.

I THINK WE ARE JUST READY FOR
ANY QUESTIONS YOU MAY HAVE.

>> GREAT.

I WITH A TONIGHT ACKNOWLEDGE AND
THANK MY COLLEAGUES WHO JOINED
US.

COUNCILOR MARK CIOMMO AND
COUNCILOR TIMOTHY MCCARTHY THANK
YOU FOR BEING HERE AS WELL, I
HAVE MANY, MANY QUESTIONS SO I
WILL SET A FIVE-MINUTE LIMIT FOR
MYSELF, FOR ROUND 1 AND THEN WE
CAN KEEP ALONG BACK AROUND,
EVERYONE, AND I WILL TRY TO KEEP
IT ONE QUESTION FOR YOU ALL, ONE
QUESTION FOR -- AND SOME
REFLECTING THE PUBLIC TESTIMONY.
SO YOU ARE FAMILIAR WITH THE
STATISTIC THAT LIVEABLE STREETS
HAVE HIGHLIGHTED AND OTHERS HAVE
TALKED ABOUT IN TERMS OF EQUITY
OF THE CITY THAT BLACK RIDE IN
OTHER WORDS THE REGION SPEND 64
MORE HOURS ON THE BUS SYSTEM
THAN THE WHITE COUNTERPARTS, THE
UNITED STATES, EVEN THOUGH THE
USAGE OF THE BUS SYSTEM ARE THE
SAME. ARE YOU FAMILIAR WITH
THAT STATISTIC?

>> YES.

>> OKAY.

GREAT.

IT STRUCK ME THAT THERE WAS NO
MENTION OF EQUITY OR MY KIND OF
DEMOGRAPHIC EITHER BY RACIAL
DEMOGRAPHIC OR INCOME
DEMOGRAPHICS IN THE
PRESENTATION.

SO I AM WONDERING, I AM
WONDERING WHEN YOU ARE PROPOSING
COST NEUTRAL, WHEN COST NEUTRAL
IS KIND OF THE FIRST CRITERIA IT
DOES FEEL LIKE IT IS ABOUT
EFFICIENCIES AND CONSOL ADDITION

IN SOME CASES SERVICE CUTS THAT COULD BE INTERPRETED AS, AND I KNOW THERE IS GOING TO BE A SECOND ROUND OF INVESTMENTS LATER ON.

BUT IN TERMS OF JUST THE .. IMPACT SLIDE YOU HAD GONE THROUGH, WHICH RIDERS HAVE A FASTER TRIP AND SHORTER TRIP VERSUS WHICH RIDERS WILL BE INCONVENIENCED DO YOU HAVE ANY OF THAT BREAK DOWN BY RACE AND INCOME LEVEL?

>> LET ME RESPOND TO THAT. I THINK THERE ARE TWO THINGS. WHAT WE SEE, I THINK ONE IS WE DON'T SEE THIS ACTUALLY AS SERVICE CUTS.

THE WAY ACTUALLY THE PROPOSALS WE ARE OFFERING THAT ARE COST NEUTRAL WE ARE GOING TO BE OPERATING THE SAME NUMBER OF BUSES, WE ARE GOING TO HAVE THE SAME NUMBER OF OPERATORS, THE SAME AMOUNT OF OPERATING COSTS FOR US AND REALLY ABOUT FINDING WAYS WE CAN REINVEST IN THE SYSTEM SO I WANT TO MAKE SURE PEOPLE THIS SUPERINTENDENT ABOUT US CUTTING SERVICE BUT TAKING EXISTING SERVICES WE HAVE AND FINDING DIFFERENT WAYS WE CAN SERVE OUR CUSTOMERS.

>> BUT, ITSOMES LIKE STRETCHING OUT ROUTES, ELIMINATING THE NUMBER -- I MEAN STRETCHING OUT STOPS AND ELIMINATING THE NUMBER OF DIRECT -- YOU WILL BE INCREASING THE WALKING DISTANCE FOR A NUMBER OF PEOPLE.

>> RIGHT.

>> IN SOME PLACE YOU COULD INCREASE THE FREQUENCY TO MARCH THAT, BUT YOU ARE NOT NECESSARILY ADDING MORE ROUTES OR ADDING MORE DRIVERS OR BUSES WITH ANY OF THESE?

>> RIGHT WE ARE NOT ADDING MORE DRIVERS OR NOT ADDING MORE GUS BUSS IN SOME CASES WE ARE ADDING ROUTES BUT AT A COST OF SOMETHING ELSE, USUALLY BASED ONN'T A TWEAK WE HEAR FROM THE, HEARD FROM THE COMMUNITY THEY

WANTED TO MAKE SO WE ARE LOOKING AT A COUPLE OF CHANGES TO THE SYSTEM.

TO THE SECOND QUESTION, THERE ARE TWO THINGS TO BRING UP. SO ONE, THE MARKET ANALYSIS WHICH I REFERRED TO EARLIER, WE DIDN'T ACTUALLY TALK TOO MUCH ABOUT THAT BUT THAT ACTUALLY DID PROVIDE SOME INITIAL DEMOCRAT PRASK AND OTHER INFORMATION AS WELL, IT IS SORT OF SYSTEM WIDE. THE SECOND PIECE IS WE ACTUALLY ARE PERFORMING EQUITY ANALYSIS RIGHT NOW.

IT IS NOT FINALIZED YET BUT IT WILL BE READY TO BRING TO OUR BOARD TO MAKE SURE THAT ACTUALLY IS INFLUENCING SOME OF THE DECISIONS THAT ARE MADE ABOUT WHICH PROPOSALS MOVE FORWARD.

>> WOULD THAT BE IN APRIL OR WHEN IS THAT?

>> IT SHOULD BE, IT WILL BE AVAILABLE DEFINITELY BY APRIL AND 0 HOPING MORE MID TO END OF MARCH.

>> OKAY.

>> A.

>> AND THAT WILL BE AFTER ALL OF THE PUBLIC COMMENT PERIODS ARE DONE?

>> CORRECT.

>> OKAY.

THE OTHER PIECE WE ARE HOPING TO ACTUALLY HEAR, THE OTHER PIECE WE ARE HEARING FROM IS A LOT OF OUR DISABILITY COMMUNITIES AS WELL, OWN GROUP ON SYSTEM WIDE ACCESSIBILITY LOOKED AT THE ROUTES.

TO SO JUST A QUESTION TO CLARIFY ON ROLES TO MAKE SURE I HAVE THIS STRAIGHT.

TO THE MBTA IS IN CHARGE OF THE ACTUAL ROUTING AND WHERE THE BUSES DRIVE, THE FREQUENCY, THE DRIVERS, NUMBER OF DRIVERS AND BUSES, THE NUMBER OF STOPS, MBTA HANDLES.

BUT WHERE ON THE STREETS THE BUSES -- WHETHER THERE IS DEDICATED BUS LANE AS WELL AS SOME COORDINATION ON SIGNAL

PRIORITIZATION AND POTENTIALLY SOME BACK AND FORTH ON THE EXACT LOCATION OF THE STOPS THIS SIDE OF THE STREET VERSUS THAT ONE; IS THAT RIGHT?

>>

>> SPECIFIC TO THE BETTER BUS 0 PROJECT, WE ARE REVIEWING THE MBTA PROPOSAL JUST LIKE ANY OTHER COMMUNITY IS, YES.

>> BUT IN GENERAL IN TERMS OF HOW BUS SERVICE OPERATES, CORRECT?

>> YES.

THERE ARE OTHER INITIATIVES INDEPENDENT OF THE BETTER BUS PROMISE THAT WE ARE WORKING ON TO IMPROVE BUS SERVICE IN THE CITY.

>> SO WE HAVE THIS DATASET, I HOPE MY COLLEAGUES HAVE THIS ONE TOO, WHICH I WANT TO THANK TRISH FOR SENDING OVER, IT HAS ON TIME PERFORMANCE SO THE ONES AT THE END ARE THE ONES THAT ARE MOST PLATE OR DELAYED.

AND WE TALK, SOME OF YOUR -- SOME OF THE REPORTS LATELY ON BUSES HAVE EMPHASIZED THAT, YOU KNOW, THERE ARE A LOT OF -- THERE IS A, CONGESTION HAS A LOT TO DO WITH IT, YOU COULD ADD MANY MORE BUS OR DRIVERS BUT UNLESS THERE IS A MORE BUS LANES THERE IS A BOTTLENECK AS TO WHAT CAN BE DONE TO SPEED UP BUS SERVICE; IS THAT CORRECT?

>> THAT IS CORRECT.

>> AND SO THAT IS REALLY ON THE CITY OF BOSTON.

SO IN TERMS OF BUS, DEDICATED BUS LANES, TO ANSWER ANNA'S QUESTION WAS THERE A COMMITMENT TO HAVE AN ALTON BRIGHTON PILOT UP AND RUNNING BY SPRING?

>> WE HAVE COMMITTED TO DOING A PUBLIC PROCESS.

>> WHAT DOES THAT MEAN?

>> SO WE MADE SOME ANNOUNCEMENTS IN THE ONGOING TRANSIT PLANNING THAT IS GOING ON WITH ALTON BRIGHTON, IN PARTNERSHIP WITH THE BPDA, SO THERE ARE HAVE BEEN SOME COMMUNITY MEETINGS HELD IN

THAT NEIGHBORHOOD.

IN THE FALL, JUST TO KIND OF
ANNOUNCE THE PROMISE AND GET
SOME INITIAL FEEDBACK.

WE WILL BE WORKING WITH KIND OF
LOCAL COMMUNITY AND HOLDING A
PUBLIC MEETING TO TALK ABOUT THE
BUS LANE THAT WE WOULD LIKE TO
INSTALL, ON BRIGHTON AVENUE.
THE MEETING IS NOT TO DISCUSS
WHETHER WE SHOULD HAVE BUS LANE
OR NOT.

THE MEETING IS TO GET INTO SOME
OF THE DETAILS OF EXACTLY HOW
THE BUS LANE WOULD BE DESIGNED.
SO WE WOULD DO THAT IN THE
SPRING AND ALSO GO DOOR TO DOOR,
MUCH LIKE WE DID WITH -- IN ROT
DALE AND TALK WITH EVERY
BUSINESS.

THERE ARE MANY, MANY SMALL
BUSINESSES ALONG THAT CORRIDOR
AND WE WANT TO MAKE SURE THAT
THEIR ISSUES ARE HEARD AND THAT
WE TRY TO RESOLVE THEM.

SO WE ARE COMMITTED TO A PUBLIC
PROCESS.

>> WHEN WILL THE LANE BE
IMPLEMENTED, LIKELY?

>> IT DEPENDS ON HOW THE PUBLIC
PROCESS GOES.

>> IT COULD BE --

>> AGAIN, I DON'T WANT TO COMMIT
TO A CERTAIN DATE.

>> NO, NO.

>> I WOULD SAY LATE SPRING,
EARLY SUMMER.

>> LATE SPRING.

OKAY.

EARLY SUMMER AND MAYBE BEYOND.

>> OKAY.

ONE LAST QUESTION OF MINE AND I
WILL PASS IT OVER.

BUT I THINK WE PROBABLY SHOULD
GO IN ORDER, IF THAT IS OKAY.

>> I WITH A TONIGHT CLARIFY
SOMETHING.

>> SURE.

>> I HAVE A MEETING SET UP WITH
BRIGHTON MAIN STREET WHO
COMMITTED SEVERAL MONTHS AGO TO
START THAT PUBLIC PROCESS BY
GOING DOOR TO DOOR.

THEY SENT ME SOMETHING THAT WAS

TOTALLY INADEQUATE, AND SO I AM MEETING WITH MAIN STREET TO SEE IF THEY CAN KIND OF GET AHEAD OF IT, GO DOOR TO DOOR, YOU KNOW, WITH THE MATERIALS, THE OUTREACH MATERIALS, WITH A DATE IN MIND TO GET THIS PROJECT STARTED SOONER RATHER THAN LATER AND I HAVE BEEN IN TOUCH WITH THE OFFICE.

>> THE INFORMATION THAT WE GOT FROM THE COMMUNITY GROUPS IS NOT BEING ROBUST MUST HAVE FOR US TO -- NOT DO A COMMUNITY PROCESS.

I THINK I GOT LIKE FIVE SIGNATURES.

>> SO IT IS KIND OF OUR RESPONSIBILITY TO DO A COMMUNITY PROCESS AT CITY DAB.

>> SO IF IT IS NOT IMPLEMENTED BY APRIL THAT IS ONE ENTIRE YEAR BETWEEN -- THAT THE CITY OF BOSTON HAS NOT DONE THE NEW DEDICATED BUS LANE PROJECTS, RIGHT, BETWEEN WHEN THE ROSLINDALE --

>> THE ROSS RIN/WITTEN DALE 1 AND LATE SPRING LAST YEAR.

>> AND SO THIS ONE WILL BE --

>> THAT'S A PERMANENT ONE AND ONLY THIS YEAR THAT WE, YOU KNOW, HAVE TO HIRE A TRANSIT TEAM ON BOARD TO GET THE CAPACITY TO DO THESE BUS LANES, BECAUSE -- AND SO NOW THAT WE HAVE INCREASED CAPACITY WE ARE HOPING TO RAMP UP OUR SCHEDULE ON IMPLEMENTING BUS LANES.

>> OKAY. I WILL ASK MORE SPECIFICS.

I AM ALREADY TIMED OUT OF MY ROUND BUT I WILL TAKE IT ON THE SECOND ROUND.

COUNCILOR -- EXCUSE ME, COUNCILOR ALTHEA GARRISON.

>> OH, I JUST HAVE ONE QUESTION.

>> LOOKING AT THE -- ACCORDING TO THIS, THERE IS A ROUTE 45 ON TIME PERFORMANCE, 65 PERCENT OF THE TIME.

THAT IS INCORRECT.

I RIDE THAT BUS SEVERAL TIMES A DAY AND JUST THIS IS TOTALLY INCORRECT.

HOW DID YOU COME UP WITH THIS
65 PERCENT?

>> .

SURE.

THAT IS PREPARED USING OUR
AUTOMATED VEHICLE LOCATION, SO
THERE IS GUILTY PLEAS ON THE
BUSES THAT CAN SAY, YOU KNOW, IF
THEY ARE DEPARTING THE FIRST
STOP, STOPPING THE INTERMEDIATE
STOP AND DEPARTING THE FINAL
STOP AND COMPARED TO OUR SERVICE
STANDARDS, SO WE ARE TRYING TO
BE WITHIN A WINDOW THAT IS
DEFINED IN OUR DELIVERY SERVICE
POLICY I THINK FROM MINUS ONE TO
PLUS FIVE MINUTES AT MOST OF THE
STOPS ALONG THE ROUTE AND A
LITTLE BIT DIFFERENT AT THE
FIRST AND LAST STOP.

>> I AM TELLING YOU THAT THIS IS
INCORRECT.

I RIDE THAT BUS QUITE A BIT.

QUITE A BIT, AND IT IS THE WORST
SYSTEM THAT IS ON THE BUS LINE
OR ROUTE 45.

THANK YOU.

>> THANK YOU.

>> THANK YOU, COUNCILOR,
COUNCILOR ED FLYNN.

>> THANK YOU, THANK YOU,
COUNCILOR WU.

>> THANK YOU TO THE PANEL FOR
BEING HERE.

I AM HERE, I AM HEARING POSITIVE
FEEDBACK REGARDING THE NUMBER
9 GOING DOWN BROAD HUAWEI, WEST
BROADWAY, MY CONSTITUENTS HAVE
SAYS SAID IT WOULD REMOVE LIGHTS
AND SAVE TIME.

THEY DO HAVE QUESTIONS ABOUT
WHERE THE STOP WILL NOW GO
ACROSS THE STREET FROM BROADWAY
STATION.

SOME HAVE SAID IT IS REASONABLE
BUT WE ARE WONDERING IF YOU
WOULDN'T ELABORATE ON WHERE
EXACTLY.

>> THERE IS A GOOD EXAMPLE OF US
WORKING WITH THE CITY OF BOSTON,
WE RECOGNIZE THAT THERE IS A
CHALLENGE THERE ABOUT WHERE THE
BUS STOP WOULD GO AND WE NEED TO
WORK WITH THEM TO FIGURE OUT

WHAT THAT WOULD LOOK LIKE AND SORT OF FIGURE OUT HOW THE BUS WILL ACTUALLY MAKE THAT LEFT TURN.

SO I THINK GOING THROUGH THE PUBLIC PROCESS WE WANT TO HEAR FROM THE PUBLIC IF THERE IS A CHANGE THEY WANT TO SEE AND NOW

--

>> FOR THE CITY OF BOSTON TO FIGURE OUT WHERE COULD WE PUT THAT STOP, WHERE IS THE CURB SPACE AVAILABLE AND PARTNERING WITH THEM ON -- WITH THEM TO IMPLEMENT THAT.

ALL OF THESE PROPOSALS, JUST TO REITERATE WOULDN'T BE IMPLEMENTED INABLE THE FALL OF 2019 SO WE HAVE A LITTLE OF TIME TO FIGURE THAT OUT, AS EARLY AS THE FAULT FALL OF 2019.

SOME MAY TAIL OFF IF THERE IS MORE COMPLEXITY BUT THAT'S WHAT WE ARE LOOKING AT AS A TARGET. AND ALSO, SOMEONE SUGGESTED WHAT IS THE POSSIBILITY OF MAKING -- TRAVELER STREET A TWO-WAY STREET WITH A SHORT BUS LANE ONLY FOR BUSES UNDER THE EXPRESSWAY IS THIS SOMETHING THAT MIGHT BE CONSIDERED?

>> TRAVELER STREET?

>> TRAVELER STREET UNDERNEAT THE, UNDERNEATH THE EXPRESSWAY THERE ON SOUTH BOSTON, THE SOUTH END AREA.

>> IT IS SOMETHING WE CAN LOOK INTO.

>> CERTAINLY THAT WOULD MAKE THE ROUTE 9 MORE DIRECT BECAUSE RIGHT NOW WE HAVE TO GO OVER TO THE STREET SO IF WE COULD TO THAT THAT WOULD DEFINITELY HELP.

>> MY FINAL QUESTION OR COMMENT IS, I HAD THE OPPORTUNITY LAST WEEK TO ATTEND THE MAYOR'S COMMISSION ON PERSONS WITH DISABILITIES AND I AM GLAD YOU BROUGHT THE DISABILITY COMMUNITY UP AS WELL AS IT RELATES TO THE BETTER BUS PROJECT.

WHAT IMPACT WILL THESE 46 CHANGES -- AND YOU CAN EVEN GIVE ME YOUR ANSWER OVER AN E-MAIL IF

YOU WANT, BUT WHAT IS THE IMPACT OF THESE 46 CHANGES HAVE ON THE DISABLED, THE ELDERLY, BHA RESIDENTS, THOSE MOST LIKELY TO USE THE BUS BUT ALSO AT TIMES HAVING A DIFFICULT TIME TO NAVIGATE THE SIDEWALKS AND THE STREETS TO ACTUALLY ACCESS THE BUS?

IF YOU WANT TO GIVE ME A SHORT ANSWER, THAT'S FINE, IF YOU WANT TO SEND ME SOMETHING OVER THE E-MAIL, THAT'S ALSO FINE.

>> SURE.

AND ACTUALLY, THIS IS A REALLY IMPORTANT POINT FOR US TOO.

SO IT IS SOMETHING THAT WE ARE ACTUALLY WORKING CLOSELY WITH OUR SYSTEMWIDE DISABILITY OFFICE TO UNDERSTAND WHAT ARE THE CHALLENGES BASE FACED BY ACTUALLY MAKING THESE CHANGES.

>> AND I THINK LOOKING AT WHAT THE OPPORTUNITIES ARE BY DOING THIS, SO FOR EXAMPLE, DO WE NEED TO CLEAR SNOW IN DIFFERENT AREAS?

DO WE NEED TO PROVIDE SPACE WHERE OUR BUSES CAN NOW HAVE ACCESSIBLE BUS STOPS THAT DIDN'T HAVE BEFORE?

ARE THERE SHELTER NEEDS?

KIND OF GOING THROUGH LIKE IF WE CHANGE SOMETHING HOW CAN WE PROVIDE COMPARABLE AMENITIES IN A COMPARABLE LOCATION.

CERTAINLY THERE ARE TRADE-OFFS.

A LOT OF THIS IS LIKE WE ARE MOVING SOME STOPS AROUND IN SOME PLACES AND COULD BE TRADE-OFFS ABOUT THE DISTANCE PEOPLE HAVE TO WALK AND WE REALLY NEED TO UNDERSTAND THAT AND WE HAVE A LOT OF GREAT STAFF BEHIND SCENES LOOKING INTO THAT.

I DON'T HAVE A SPECIFIC LIST BUT TRYING TO UNDERSTAND THAT AS WE GO THROUGH THE PROCESS.

>> AND IF YOU DO CHANGE THE ROUTES, ARE WE MAKING SURE WHEN THE BUS PULLS UP TO THE BUS STOP THAT THERE IS A RAMP ALREADY AVAILABLE FOR 0 ACCESS TO THE DISSNAIBLED.

>> YES.

SO ANY TIME THAT WE MOVE A BUS STOP, WE ARE REQUIRED AND FOR GOOD REASON TO MAKE SURE THAT IT MEETS OUR ACCESSIBILITY STANDARDS WHICH MEANS LIKE THERE IS A FIVE BY EIGHT SPACE AT THE FRONT DOOR ON A FOUR BY TEN LANDING AREA OF THE BACK DOOR SO IF WE MOVE ANY STOPS WE WILL BE WORKING, IF THAT SPACE DOESN'T ALREADY EXIST WE WILL BE WORKING WITH THE CITIES AND TOWNS THROUGHOUT THE REGION TO TRY TO DO THAT, TO TRY AND SORT OF BUILD THAT INFRASTRUCTURE AND FIND A LOCATION THAT MEETS THOSE STANDARDS.

>> THANK YOU FOR TAKING MY QUESTIONS.

AND THANK YOU TO THE MBTA AND TO THE CITY AS WELL AND DISABILITY ACCESS IS AN IMPORTANT ISSUE FOR ME, SO THAT'S SOMETHING I WILL CONTINUE TO STAY ON TOP OF.

>> THANK YOU FOR BEING HERE.

>> THANK YOU.

>> THANK YOU, COUNCILOR FLYNN, MY TWO COLLEAGUES HAVE VERY GRACIOUSLY OFFERED TO LET COUNCILOR CIOMMO GO SINCE HE HAS A TIME COMMITMENT, SO COUNCILOR CIOMMO YOU HAVE FIVE MINUTES. THANK YOU I HAVE A COUPLE OF QUICK QUESTIONS TOO.

THE 86 BUS, TERRIBLY, TERRIBLY UNRELIABLE, IT IS IN THE MIDDLE OF THE PACK, ACCORDING TO YOUR DATA.

I DON'T KNOW, AND I APOLOGIZE IF YOU ALREADY ADDRESSED THIS.

I KNOW YOU ARE LOOKING AT THE STOPS.

THE AMOUNT OF STOPS, WHERE THEY ARE LOCATED, I THINK WESTERN AVE HAS BEEN BROUGHT TO OUR ATTENTION NUMEROUS TIMES, THAT THERE NEEDS TO BE A MAJOR CONSOLIDATION ON WESTERN AVE. AND I THINK THAT WOULD HELP SPEED UP THE RELIABILITY A LITTLE, HOPEFULLY.

>> YOU KNOW, I KNOW WE HAVE TO -- WE HAVE TO DO THE PUBLIC

ENGAGEMENT BEFORE THE DEDICATED BUS LANE IS IMPLEMENTED, AND I AM REALLY EXCITED ABOUT THAT POSSIBLY FOR 57 AND 65, I THINK IS ALSO THERE.

THE 64, I ALSO SEE THAT I USED TO LIVE ON THAT ROUTE, AND I DON'T KNOW HOW LONG YOU GUYS HAVE BEEN AROUND, BUT ABOUT SIX, SEVEN, EIGHT YEARS AGO, THERE WAS A PROPOSAL TO ELIMINATE THE ROUTE FROM LOOPING AROUND TO GO DOWN HOBART STREET AND RIGHT NOW, IF THERE IS A SNOW EMERGENCY IT WILL GO DIRECTLY DOWN BROOKSTREET.

I THOUGHT, I ACTUALLY MADE THAT SUGGESTION SEVEN, EIGHT YEARS AGO, WE HAD A PUBLIC MEETING, AND IT WAS JAM-PACKED WITH PEOPLE WHO DID NOT WANT TO SEE THAT CHANGE. YOU KNOW, IT WAS UNFORTUNATE.

I STILL THINK IT IS BETTER TO GO RIGHT DOWN BROOKSTREET, BUT I WOULD BE INTERESTED TO SEE HOW THAT PLAYS OUT.

I DON'T KNOW IF ANY OF YOU WERE HERE SEVEN, EIGHT YEARS AGO. I WAS THERE.

>> YES.

>> READ AT THE LIBRARY.

>> YES, THE HONER LIBRARY.

YOU REMEMBER WHAT PROBABLY HAPPENED, RIGHT?

IT WAS JUST OVERWHELMINGLY AGAINST, WHICH SURPRISED ME, BECAUSE IF SOMEONE WHO LIVED ON THAT ROUTE, EVERYBODY THAT CONVENED AT THE PARK WHICH IS THE HOBART PARK AREA WHERE THE BUS POSE BY, SEEMED TO BE UNIVERSALLY IN FAVOR OF GETTING RID OF IT.

WHY IS THIS BUS COMING DOWN, YOU KNOW, A RESIDENTIAL STREET LIKE THIS?

BUT THEN FOR SOME REASON, SO I DON'T KNOW HOW WE -- MAYBE THINGS HAVE CHANGED.

I HOPE.

I THINK IT WOULD BE AN IMPROVEMENT AND CERTAINLY INCREASE THE RELIABILITY, I

THINK.

>> AND THEN ONE OF, AND THEN ONE OTHER THIN THAT PROBABLY IS MAYBE NOT BEEN DISCUSSED AT THIS RECENTLY MOVED TO A NEW LOCATION AND THE BUS STOP THE IS -- THE BUS STOP IS NOT FAR FROM THE LOCATION I AM LIVING AT.

HAVE YOU LOOKED INTO I GUESS LET ME PREFACE THIS BY SAYING WHEN I PULL OUT OF OUR DRIVEWAY THE SITE LINES FOR GETTING OUT OF DRIVEWAYS AND SUCH, I WOULD ASK YOU TO LOOK AT, YOU KNOW, IF YOU GOING TO PUT BUS LANE HERE, AND THERE IS A CURB CUT HERE AND PEOPLE ARE COMING OUT, MAYBE MOVE IT TO THE CURB CUT, IT WOULD HELP IMPROVE SITE LINES FOR PEOPLE COMING AND GOING OUT OF GARAGES AND TO PARKING LOTS. I KNOW IT WOULD DEFINITELY IMPROVE THE SITE LINES AT MY CURRENT LOCATION AND IT JUST MADE ME THINK THIS COULD PROBABLY BE ADVANTAGEOUS IN OTHER SPOTS WITHOUT TOTALLY MESSING UP, YOU KNOW, ACCESSIBILITY.

>> YEAH, LET ME QUICKLY RESPOND TO I THINK YOUR SECOND QUESTION AND ASK MELISSA TO CLARIFY WHAT WE ARE PROPOSING FOR ROUTE 64. THINK YOUR SECOND QUESTION ABOUT THE BUS STOP LOCATIONS, IT IS ACTUALLY REALLY GOOD POINT, IT IS SOMETHING WE THINK ABOUT WHERE WE ARE PUTTING BUS STOPS, THERE ARE A COUPLE OF CONSIDERS WE HAVE TO MAKE. ONE IS OPERATIONAL FISH CITY OF IT. SO CAN WE, FOR EXAMPLE, DO YOU GO ON THE NEAR SIDE OF AN INTERSECTION OR THE FAR SIDE? SO FAR SIDE IS TYPICALLY OPERATELY BETTER SOMEWHERE WHERE THE CROSSWALKS THAT'S A SAFETY ISSUE AND HONESTLY THE SITE LINES ARE AN ISSUE AS WELL AND MAKE SURE WE ARE NOT PUTTING ANY VEHICLE DRIVERS OR ANY PEDESTRIANS SPECIFICALLY IN HARM'S WAY, ESPECIALLY BECAUSE THEY ARE THE MOST VULNERABLE

USERS SO WE DO TAKE ALL OF THAT INTO ACCOUNT.

HOWEVER THERE ARE ALWAYS CHALLENGES IN ANY STREET SO WE TRY TO LOOK AT EVERY STOP IS DIFFERENT, AND WE ALSO HAVE TO PARTNER WITH THE S TO MAKE SURE WE UNDERSTAND WHAT THE IMPACTS ARE TO THE PARKING, ET CETERA, SO --

>> TALK TO YOU ABOUT MY PARTICULAR -- VERY PAROCHIAL -->> YOU CAN REACH OUT TO ME AND

SEE IF I CAN HELP.

>> OKAY.

THANK YOU VERY MUCH.

THANK YOU, I THANK MY COLLEAGUES TOO.

>> AND I MIGHT SAY IF MEL CA CAN, MELISSA CAN TALK ABOUT ROUTE 64.

>> I THINK YOU ARE FAMILIAR WITH WITH IT AND FAMILIAR WITH THE PROPOSAL SEVEN OR EIGHT YEARS AGO TO HAVE THE BUS, INSTEAD OF GOING THROUGH THE SORT OF NARROW NEIGHBORHOOD STREETS ON -- HOBART STREET TAKING THE SORT OF MORE DIRECT ROUTE ON THE KIND OF MORE -- THE LARGER STREET, BROOKS, SO THAT IS THE PROPOSAL.

>> YEAH.

WE GOT PUSHED BACK FROM THE BROOKSTREET PEOPLE WHO DIDN'T WANT IT THERE, AND PEOPLE WHO WANTED IT TO GO DOWN HOBART STREET, BECAUSE, YOU KNOW, IT IS JUST MORE CONVENIENT FOR SOME PEOPLE.

SO I DON'T KNOW HOW THAT PLAYS OUT, I STILL THINK IT WOULD BE A BETTER ROUTE TO GO DOWN BROOKSTREET, BUT, YOU KNOW, FOR THE SAKE OF EFFICIENCY AND TIMING.

>> AND ESPECIALLY ON DAYS LIKE TODAY.

>> YEAH.

>> WHEN YOU HAVE SNOWBANKS IT IS DIFFICULT TO NAVIGATE SOME OF THE TIGHT TURNS AT CORNERS ON NARROW RESIDENTIAL STREETS.

>> ONE OF MY SON'S FRIENDS LIVES

ON THE CORNER AND IF THEY CAN'T
MAKE THAT CORNER FROM FRANKLIN
TO HOBART THEY ARE A LEANING ON
THEIR HORNS, YOU KNOW, WHATEVER
HOUR OF THE NIGHT THE.

>> RIGHTFULLY SO.

>> THEY CAN'T GET BY.

SO IT HAS BEEN A PROBLEM, BUT
THANK YOU, THANK YOU --

>> THANK YOU, COUNCILOR CIOMMO.

>> COUNCILOR CAMPBELL.

>> I, THANK YOU, COUNCILOR WU
AND THANK YOU FOR BEING HERE.
THANK YOU FOR BEING HERE FOR BPD
AND THANKS FOR THE ADVOCATES AND
THE FOLKS WHO ARE HERE AS WELL
IN THE MIDDLE OF THE MORNING, SO
THANK YOU.

>> I JUST WANT TO PICK UP, FIRST
I WANT TO APPLAUD COUNSELING
LOHR WU FOR JUST NOT CALLING
THIS HEARING BUT SPECIFICALLY
CALLING OUT THE EQUITY PIECE AND
INEQUITY IN THE SYSTEMS, IN THE
SYSTEM WHEN IT COMES TO SERVICE,
IMPROVEMENTS, THE LIST IS LONG,
SO I AM JUST CURIOUS, WHERE IS
THE ROUTE 28 OBAMA .. MATTAPAN
OUTREACH, YOU KNOW, I LIVE IN
MATTAPAN, MATTAPAN AND
DORCHESTER ARE MY BIGGEST
NEIGHBORHOODS IN MY DISTRICT,
AND SO I LOOK THROUGH THIS AND I
AM WONDERING, WHERE IS MATTAPAN?
PARTICULARLY WHEN YOU THINK
ABOUT POCKETS OF MATTAPAN THAT
NOT ONLY RELY ON BUS SERVICE BUT
WHERE THERE ARE JUST SORT OF
TRANSPORTATION DESERTS, SO I AM
CURIOUS WHAT THE OUTREACH WAS IN
MATTAPAN, WHAT THE FUTURE
OUTREACH WILL BE, WERE THERE ANY
CONVERSATIONS AROUND THE ROUTE
28 BUS, SPECIFICALLY, AND ALSO,
I WILL LET YOU START THERE AND
FOLLOW-UP AND I WANT TO THANK
TRISH AS WELL FOR ALWAYS BEING
RESPONSIVE.

THANK YOU.

>> I ALSO WANT TO ADD THAT TRISH
IS ALSO GREAT.

SHE IS ALSO RESPONDS TO ME.

>> SO, YES, SPECIFICALLY TO MATT MATT
O'MALLEY PAN, I THINK WHAT WE,

MATTAPAN, WHAT WE HAVE DONE IS NOT -- WE HAVE BEEN REACHING OUT TO THE DUDLEY SQUARE AREA AND TRYING TO HOLD REGIONAL MEETINGS TO REACH A LOT OF THE RESIDENTS IN THAT AREA OF BOSTON.

BUT I ALSO WANT TO ADD THAT WE ARE PARTNERING WITH THE BOSTON PUBLIC PLANNING STONE AND AUTHORITY TO ADD A PLAN IN THE MATTAPAN PROJECT AND JOINING THEM TO FIGURE OUT WHAT A COMMUNITY PLAN COULD LOOK LIKE AND WE ARE LOOKING FORWARD TO HEAR THE FEEDBACK ON THAT PROCESS AND WHAT THEIR CONCERNS WERE.

WE DIDN'T IDENTIFY ANY SORT OF FOUNDATIONAL CHANGES TO OUR SYSTEM BUT I THINK THERE COULD BE OPPORTUNITIES ONCE WE ENGAGE THE COMMUNITY THROUGH THIS PROCESS WHERE THE CITY WANT TO GO AS FAR AS A PLANNING PERSPECTIVE, HELP HEAVY POTENTIAL CHANGES IN THE FUTURE AS WELL.

>> I WILL SAY DUDLEY IS GREAT, ROXBURY IS TRAIT, AND COUNCILOR JANEY DOES AN EXCELLENT JOB REPRESENTING ROXBURY, WILL TALK ABOUT ROXBURY, WE LOVE ROXBURY, BUT MATTAPAN IS FAR AWAY SO THERE HAS TO BE INTENTION FACILITY I THINK ABOUT CONNECTING PARTICULARLY WITH THAT COMMUNITY.

IT IS A DIFFERENT, THEY ARE, THERE ARE DIFFERENT CONCERNS THERE WITH RESPECT TO THE T THAT OFTEN GET LOST BECAUSE THERE IS TO OUTREACH OR ENGAGEMENT.

IT IS GREAT TO KNOW YOU GUYS ARE GOING TO BE WORKING IN PARTNERSHIP WITH BPDA AND SORT OF WORKING AN THAT MATTAPAN PLANNING PROCESS, FRANKLY THAT IS GOING TO TAKE FOREVER.

I DON'T KNOW HOW LONG AND I THINK WE NEED TO BE DOING SOMETHING NOW, SO I WOULD ENCOURAGE THE A TEAM, YOU A LOT MORE RESOURCES FRANKLY THAN THE BOSTON CITY COUNCIL, THAN WE

HAVE TO DO OUTREACH, TO REALLY GO OUT AND, IN AN INTENTIONAL WAY SOONER RATHER THAN A LATER I THINK AND MAYBE THROUGH THE PROCESS OF YOUR OWN OR WITH BPD TO MBPD HE IS ON THE STATESIDE. WE NEED TO DO IT NOW.

FRANKLY, I WISH THEY WERE A PART OF THIS PROCESS EARLY ON BECAUSE IF SO I THINK THE ROUTE 28 BUS WOULD BE IN HERE IN SOME WAY, OR SOMETHING, CONVERSATIONS AROUND. I DON'T WANT IT TO BE A MISSED OPPORTUNITY.

>> SURE.

>> IF THERE IS SOMETHING I COULD ADD TO THAT.

AND AS WE GO OUT TO THE COMMUNITY MEETINGS ON THE TEAM, WE TRY TO GET AS MANY PEOPLE OUT THERE.

I THINK ONE OF THE MOST COMMON QUESTIONS WE HAVE HEARD IS THIS IS GREAT BUT WHERE IS MY BUS ROUTE?

WHY ISN'T IT INCLUDED IN THE MERE TERM CHANGES?

AND THE ANSWER IS, SORT OF ESSENTIALLY WHAT WE TOLD IS TWOFOLD.

ONE, THIS LEVEL OF EFFORT,, THESE PROPOSED CHANGES IS REALLY TO FAIRLY UNPRECEDENTED AT THE MBTA IN TRYING TO REALLY HAVE PUBLIC ENGAGEMENT AND THAT THERE IS ALSO I THINK TWO THINGS, ONE THE BETTER BUS PROJECT DOES NOT STOP WITH THESE FOYER SEVEN PROPOSALS, THERE ARE MULTIYEAR INVESTMENTS AND DEPENDING ON OUR LEARNING FROM THIS PROCESS WE WANT TO KEEP DOING THIS, WE WANT TO KEEP COMING FORWARD AND SAYING OKAY WE DID THE FIRST 30 PERCENT.

THERE IS ONLY SO MUCH WE CAN CHANGE AT A TIME AND TEASE WHERE ROUTE REDESIGN COMES IN SO IF SOMEONE'S ROUTE IS NOT IN HERE WE ARE COMMUNICATING IT IS NOT THAT YOUR ROUTE DOESN'T NEED TO BE MORE RELIABLE IT DOESN'T, IT NEEDS FOR MORE FREQUENT BUT AS I FACIAL THE COUNCIL THROUGH THE

RACIAL LENS I THINK YOU START WITH THE MATTAPAN BASED ON THE STATISTIC THAT COUNCILOR WU CITED EARLIER AND START WITH CERTAIN ROUTES THIS LEADS TO HE NEXT QUESTION WHICH IS I DON'T KNOW IF YOU HAVE, THE T HAS THIS DATA BUT CURIOUS, IS THERE DAFT SETS THAT SAY WHICH BY RACE, FOR EXAMPLE, WHICH, YOU KNOW, WHERE ARE BLACKS OR LATINOS, WHAT BUS ROUTES DO THEY USE THE MOST? RIGHT?

BECAUSE I THINK YOU THEN START THERE THEY SHOULD BE AT THE TOP OF THE LIST, NOT AT THE BOTTOM OR NOT ON THE LIST AT ALL. OF SO I AM JUST, RESPECTFULLY PUSHING BACK AND SAYING, WE HAVE GOT TO DO SOMETHING MORE IN THE IMMEDIATE, IN MATTAPAN, I THINK THE CITY ALSO NEEDS TO, OF COURSE, JOIN IN THOSE EFFORTS, I WANT TO JOIN IN THOSE EFFORTS, I KNOW THE ADVOCATES WANT TO JOIN THOSE EFFORTS, I KNOW MY STATE COLLEAGUES WANT TO JOIN IN THOSE EFFORTS.

AND SO IF THERE IS -- ARE THERE DATASETS THAT BREAK DOWN BY RACE WHERE PEOPLE, YOU KNOW, THE MOST ROUTES THEY USE, THE BUSES, THEY USE THE MOST,.

>> I WOULD DEFER TO MELISSA.

>> OUT OF MY HEAD IN MY DISTRICT I CAN GO AROUND AND KNOW WHAT ROUTES, LIKE THE 28 OR -- I AM JUST CURIOUS IF THERE ARE DATASETS.

>> WE DO HAVE THAT DATA. IT IS IN OUR SYSTEMWIDE PASSENGER SURVEY AND LINKS TO THAT I THINK FROM THE CPTS WEBSITE.

BUT ALSO AS PART OF THE BETTER BUS PROJECT.

WE DIDN'T BRING IT HERE, BUT THE MARKET ANALYSIS, DID INCLUDE A LOT OF DENOTHING AT THIS SHOWING, DEMOGRAPHY, SHOWING RACE, INCOME .. A LOT OF DIFFERENT MEASURES TO SHOW, ARE THERE NEIGHBORHOODS THAT WE ARE SERVING WELL OR NOT SERVING

WELL?

SO THAT DATA IS ON OUR WEBSITE
AS WE MENTIONED MBTA.COM/BETTER
BUS HAS LINKS TO THOSE DOCUMENTS
THAT WE ARE ALSO PREPARED AS
PART OF THE BETTER BUS ANALYSIS.
AND ALSO WE ARE VERY INTERESTED
IN WORKING WITH BPD AND
HEARTENED TO HEART WE ARE
LOOKING AT THE BLUE HILL AVENUE
CORRIDOR, NOT NECESSARILY IN THE
IMMEDIATE TIME HORSTON LIKE WE
ARE TALKING ABOUT ON BRIGHTON
AVE BUT SORT OF IT IS THE NEXT
ONE IN LINE SO HAVING A PROCESS
TO FOCUS ON THAT, YOU KNOW, WE
DON'T HAVE ANY ROUTING CHANGES
FOR THE 28, WE RECOGNIZES THE AN
IMPORTANT ROUTE ALREADY AND IT
IS GREAT WE JUST NEED IT TO TO
FASTER WHRSHEES THAT MEANS BUS
LANES OR Q JUMPS OR CIG FALL
PRIORITY.

>> AND I WILL JUST ADD, WITH
RESPECT TO THE TIME LIMIT, YOU
KNOW, PEOPLE ARE DONE LOOKING
AND WE NEED TO START DOING.
THENESS IF THE HOLDUP IS ON OUR
SIDE, LET'S START DOING BUT THAT
BLUE HILL AVE CORRIDOR WE NEED
TO DO A LOT MORE AND I AM ALL
IN.

I AM ALL IN.

THANK YOU, COUNCILOR WU.

>> THANK YOU.

>> COUNCILOR JANEY.

>> THANK YOU SO MUCH, THANK YOU,
MADAM CHAIR.

FOR HOLDING THIS HEARING, YOU
HAVE BEEN AN AMAZING CHAMPION ON
THESE ISSUES AND I CERTAINLY
APPRECIATE ALL THE WORK YOU DO
AND I WANT TO THANK THE PANEL
AND ALSO WANT TO THANK THE
ADVOCATES IN THE ROOM WHO ARE
DOING JUST GREAT WORK.

REMINING US THAT WE NEED TO
INVEST IN OUR PUBLIC
TRANSPORTATION SYSTEM AND THAT
WE NEED TO, A RELIABLE PUBLIC
TRANSPORTATION SYSTEM.

I ALSO WANT TO TANK COUNCILOR
GARRISON FOR HER HEARING ORDER
YESTERDAY, AND FOR HER COMMENTS

ABOUT THE 45 BUS ROUTE, EVEN
THOUGH I KNOW YOU HAVE DATA TO
BACK UP WHAT YOU ARE SAYING, I
KNOW WHAT SHE IS EXPERIENCING
AND WHAT SHE FEELS, THAT OUR
BUSES THAT COME THROUGH
COMMUNITIES OF COLOR ARE MUCH
SLOWER.

I MEAN, YOU SAID THE STATISTICS,
64 HOURS LONGER FOR COMMUNITIES
OF COLOR AND I WOULD REALLY LIKE
TO START, THERE COMING BACK TO
THE EQUITY QUESTION THAT
COUNCILOR WU AND COUNCILOR
PRESIDENT CAMPBELL TALKED ABOUT.

I AM VERY MUCH INTERESTED IN
UNDERSTANDING OF THE 30
PROPOSALS IMPACTING 42 ROUTES,
IN THE CITY, WHICH ARE IN
BOSTON, WHICH 0 OF THE ROUTES
ARE IN BOSTON?

WHICH HAVE COMMUNITIES WITH
LOWER INCOME?

AND DID YOU DO AN ANALYSIS BY
RACE AND INCOME?

>> AT ALL?

>> AND I AM PARTICULARLY --
WHOEVER PUT THIS TOGETHER -- SO
I AM INTERESTED IN HAVING THIS
KIND OF INFORMATION DONE BY RACE
AND INCOME, SO THIS IS LOOKING
AT THE ROUTES AND ON TIME
PERFORMANCE, BUT ALSO YOUR LIST
THAT YOU HAVE HERE, YOU KNOW,
HOW YOU CAME TO THIS LIST.

AS YOU SAID, WHY AREN'T WE
STARTING WITH THE 28ABLE WHICH
GOES RIGHT THROUGH ROXBURY TO
GET TO MATTAPAN?

WHY AREN'T WE STARTING WITH THE
64 HOURS THAT BLACK RIDERS HAVE
TO RIDE, MUCH LONGER THAT OTHER
RIDERS, EVEN THOUGH THEY RIDE
THE T AT SIMILAR RATES?

SO THAT IS ONE QUESTION.

I DON'T KNOW IF SOMEONE HAS A
RESPONSE TO THAT.

SURE.

>> I CAN TAKE A STAB AT THAT.

I THINK A COUPLE OF THINGS.

SO ONE I THINK TO THE DATA
QUESTION.

SO WE DO HAVE A LOT OF DATA, AND
I THINK TO YOUR POINT OF, YOU

KNOW, SOMETIMES THE DATA DOESN'T REFLECT WHAT CUSTOMERS ACTUALLY FEEL AND SO THAT ACTUALLY WAS OUR FIRST GOAL IN THE OWBD OF PUBLIC OUTREACH WE DID LAST YEAR IN THE SUMMER, WAS ACTUALLY ASKING OUR CUSTOMERS, WHAT THEY RODE, WHAT ROUTES THEY RODE AND HOW THEY FELT ABOUT THE SERVICE A LOT OF WAY WE CAN SEE THE CUSTOMERS BUT UNTIL YOU ASK THE OCCURS, I DON'T THINK WE KNOW THAT.

THAT IS WHAT WE FOUND IN THE PUBLIC OUT RETCH PROJECT. THE FEEDBACK IS GREAT AND I AM GLAD YOU ARE CONNECTING DIRECTLY WITH RIDERS.

I GUESS ANALYSIS, THOUGH, USING THE EQUITY LENS TO DECIDE WHICH ROUTES YOU WANT TO MAKE THESE PROPOSED CHANGES FOR I THINK WOULD HAVE BEEN HELPFUL TO REALLY LOOK AT THAT THROUGH THE LENS OF RACE AND OF INCOME.

>> YES.

AND LET MET GET TO THAT QUESTION TOO.

I THINK THAT'S AN IMPORTANT POINT AS WELL.

SO WHAT WE DID ACTUALLY FOR, JUST TO CLARIFY, THERE ARE 47 PROPOSALS, ACROSS THE SYSTEM, 30 OF THEM THAT TOUCHED THE CITY OF BOSTON.

SO WHAT WE ARE ACTUALLY DOING IS RIGHT NOW WE ARE DOING AN EQUITY ANALYSIS TO UNDERSTAND HOW THESE PROPOSALS IMPACT COMMUNITIES ACROSS RACE AND ACROSS INCOME AS WELL.

SO THE PROPOSALS THAT WE HAVE HERE TODAY WE ARE, WERE REALLY ABOUT THE FOUNDATIONAL CHANGES, THERE ARE A LOT OF ROUTES IN OUR SYSTEM, YOU MIGHT SAY THE STRUCTURE OF THEM MIGHT BE OKAY. I THINK THE 28 WE SEE A LOT OF RIDER SHIP ON THAT ROUTE.

IT MIGHT NOT ACTUALLY NEED, NEED TO CHANGE AS FAR AS HOW THE ROUTES ARE STALK PICTURED, STRUCTURED BUT HOW TO REINVEST IN THAT TO MAKE SURE IT IS

BETTER THAN IT IS TODAY.
IS IT ADDITIONAL, RUNNING
ADDITIONAL BUSES?
PUTTING IN SOME SORT OF TRANSIT
PRIOR THE AT THIS TO MAKE SURE
IT RUNS FASTER?
THERE ARE A LOT OF DIFFERENT
TOOLS IN THE TOOL SET WE ARE
LOOKING TO IMPLEMENT ACROSS THE
SYSTEM
WHERE ARE THEY, WHERE ARE THOSE
ROUTES AND WHAT IS THE
RIDERSHIP.

AND THEN WHAT DO WE PROPOSE TO
DO ABOUT WHAT WE FIND THERE.
I'M LOOKING AT THIS ON-TIME
PERFORMANCE AGAIN.

I SEE THE SL 4 AND THE SL 5,
THEY HAVE ONLY SLIGHTLY BETTER
ON-TIME PERFORMANCE THAN THE 23
AND THE 28 EVEN THOUGH THEY HAVE
DEDICATED BUS LANES FOR MOST IF
NOT ALL OF THEIR ROUTE.
WHY IS THAT?

DO WE HAVE A SENSE OF WHY THAT IS?
ANYONE?

>> WE FIND OURSELVES THE
PORTIONS OF THE SL 4 AND 5 THAT
DON'T HAVE BUS LANES ARE IN VERY
CONGESTED AREAS IN THE DOWNTOWN
AREA, ESPECIALLY WASHINGTON
STREET NORTH OF WHERE THE
CURRENT BUS LANE ENDS AROUND
SIXTH STREET AND THAT AREA.
IT'S VERY SLOW-GOING AND
CONGESTED.

WE ALSO ARE LOOKING AT A PORTION
OF THE POOR ON-TIME PERFORMANCE
IS DUE TO THE SCHEDULE ITSELF.
WE CONTROL HOW MUCH TIME WE GIVE
TO THE BUSES.

SCHEDULED UPDATES IS PART OF OUR
QUARTERLY CHANGES THAT WE MAKE
AND THE SL 4 AND 5 ARE TEED UP
IN THE NEXT 3 TO 6 MONTHS.

ON EXCESS STREET, THE EXISTING
LANE, IF WE CAN TALK ABOUT THAT
GETTING REPAINTED, THAT WOULD
HELP WITH THE ON-TIME
PERFORMANCE OF THE SL 4 IN
PARTICULAR.

THERE'S LOTS OF OPTIONS.

>> ESPECIALLY DOWNTOWN.

ANY HELP THAT WE COULD GET WITH

INVOLVEMENT IS HELPFUL AS WELL.
AS ANYONE KNOWS, THERE'S MORE
THAN JUST THE BUSES DRIVING
THROUGH THERE AS WELL.

>> THE ENFORCEMENT OF THE BUS
LINES.

>> THAT WOULD BE ON THE CITY
SIDE.

LET'S TALK ABOUT MORE ABOUT
THAT.

LAST NIGHT I WAS AT A MEETING
AROUND A PROPOSED PROJECT IN MY
DISTRICT AND TRANSPORTATION WAS
A BIG TOPIC.

THERE'S DISAPPOINTMENT THAT THE
CITY DIDN'T DO ENOUGH TO REALLY
LEAD AROUND TRANSPORTATION
EQUITY AND ARE ONLY INTERESTED
IN WHAT THE DEVELOPMENT TEAM
WANTS TO PROPOSE AND IS NOT
OFFERING SOME LEADERSHIP AND
GUIDANCE AROUND HOW TO WE DO
THIS BETTER, THIS IS A PROJECT
THAT IS AT THE CORNER OF
WASHINGTON STREET AND MASS
AVENUE.

SO THE NUMBER 1 BUS GOES BY,
CERTAINLY THE SILVER LINE BUSES
GO BY.

THE SILVER LINE BUS IS VERY
LONG.

IT BUNCHES UP.

IT'S OUT INTO THE INTERSECTION.
I'M HOPING THAT YOU CAN SPEAK
MORE TO WHAT THE CITY WILL DO
MOVING FORWARD TO ENSURE THERE'S
TRANSPORTATION EQUITY.

>> [QUESTION INAUDIBLE]

>> IF YOU HAVE INFORMATION ABOUT
THE SPECIFIC PROJECT, YEAH.

>> LET ME STOP AT THE SPECIFIC
PROJECT.

SOMETHING THAT WE HAVE HAD OUR
TRANSIT TEAM ANALYZE AND TRY TO
SEE IF WE CAN MAKE IMPROVEMENTS
TO MASS AVENUE AND WASHINGTON
STREET.

OUR BUS SERVICE CAN BE BETTER
ACCOMMODATED.

THAT'S SOMETHING THAT WE'LL NEED
FOR THE DEVELOPER.

>> I HOPE IT'S SOMETHING THAT
RESIDENTS --

>> YEAH.

I TALKED WITH BLAIR ON THE PHONE.

SHE'S CONCERNED ABOUT THE ISSUE. WE MADE SURE THAT WE'RE TALKING ONE-ON-ONE WITH THE COMMUNITY LEADERS WHO CARE ABOUT THIS ISSUE.

>> THANK YOU.

>> SO THAT'S ONE PIECE.

THE SECOND IS THAT WE HAVE -- WE DO REALIZE THERE'S LARGE PORTIONS OF THE CITY, PARTICULARLY NEIGHBORHOODS WITH LOWER INCOME WITH MORE BLACKS AND LATINOS THAT HAVE NOT BEEN SERVED BY THE MBTA.

SOMETHING THAT WE RECOGNIZE IN OUR 2030 INITIATIVE.

WE IDENTIFIED A NUMBER OF PROJECTS THAT WE THINK NEED ATTENTION.

>> I THINK THERE'S AN OPPORTUNITY FOR LOOKING AT A DEVELOPMENT PROPOSAL TO MAKE SURE THAT WE'RE GETTING SOME SORT OF COMMUNITY BENEFIT THAT WOULD HELP IN THIS AREA.

ONE FINAL, IF I MAY, MADAM CHAIR.

I KNOW I HEARD THE BUZZER GOING OFF.

I WANT TO BE MINDFUL.

I HOPE MOVING FORWARD -- THERE WERE LOTS OF NEXT STEPS.

THERE'S THIS ANALYSIS AROUND RACE AND INCOME AND THAT THAT INFORMS YOUR THINKING.

YOU KNOW, THE ON-TIME PERFORMANCE IS VERY IMPORTANT BECAUSE IT'S IMPACTING COMMUNITIES OF COLOR AND POOR COMMUNITIES DISPROPORTIONATELY.

I LOOK AT THE OVERALL.

IT'S 66%.

I KNOW WE'RE NOT USING LETTER GRADES ANYMORE BUT IN MY DAY, A 66 WAS A D.

I THINK WE WILL MISS THE MARK IF WE'RE NOT USING AN EQUITY LENS AS WE'RE MOVING FORWARD.

I APPRECIATE THAT.

THANK YOU, MADAM CHAIR NOR INDULGING ME.

>> THANK YOU.

TO PUT MY FINAL COMMENT ON THE EQUITY PIECE, WHICH I THINK MY COLLEAGUES HAVE SPOKEN TO. I GUESS MY BIG PICTURE CERTAIN IS IT'S SOUNDING TO ME THAT THE MBTA IS INTENDING TO DO A SEPARATE EQUITY ANALYSIS THAT WILL BE DONE AFTER THERE'S KIND OF FIRST ROUND OF ENGAGEMENT AND DIALOGUE AND FEEDBACK IS ALREADY SETTLED.

THAT IF YOUR PUBLIC COMMENT PERIOD ENDS MID MARCH AND TALKING ABOUT FINISHING THE EQUITY ANALYSIS TO BE READY AFTER THAT OR EVEN INTO APRIL, I JUST THINK IT'S IMPORTANT FOR EVERYONE THAT RIDES THE SYSTEM TO UNDERSTAND THAT IT'S A SYSTEM WITH MANY OTHER RIDERS, TOO. IF YOU DON'T GET PEOPLE THE CHANCE TO REACT TO THE EQUITY NUMBERS WHEN THEY'RE GIVING PUBLIC COMMENT, IT COMES US PITTING DIFFERENT COMMUNITIES AGAINST EACH OTHER.

I KNOW HOW MUCH WE HAVE TO DO AT THE CITY AND I KNOW HOW MUCH YOU HAVE TO DO.

IF IT'S POSSIBLE TO GET THE EQUITY NUMBERS OUT SOONER SO THERE CAN BE OVERLAP OR PUSH BACK THE COMMENT PERIOD SO THERE CAN BE ANOTHER PUSH AROUND PEOPLE REACTING TO WHAT DOES THIS MEAN.

I THINK THERE'S RIDERS FROM THE BUSES AT THE TOP OF THIS CHART THAT WOULD BE -- THE MORE OF THE RESOURCES WENT TO LISTING UP RIDERS THAT ARE SUBJECT TO MORE DELAY, THAT THEY KNEW WHAT THE DEMOGRAPHICS AND THE BREAKDOWN WAS.

ANY REACTION TO THAT?

>> WE'LL LOOK AT THE TIMING TO MAKE IT PUBLIC.

>> THANK YOU.

>> SHIFTING BACK TO THE NEED.

THE ROSENDALE BUS LANE WAS PILOTED IN MAY AND IMPLEMENTED IN JUNE.

THE ALSTON -- THE BRIGHTON AVE WILL BE DONE YOU THINK LATE

SPRING.

>> SO I ACTUALLY E-MAILED MY TEAM TO GET A MORE ACCURATE SCHEDULE.

>> THANK YOU.

>> JUST FOR THAT, WE HAVE IT FOR THE REPORT, THIS IS A SCHEDULE THAT WE'VE DISCUSSED WITH THE MBTA.

WE'RE ALSO MEETING TOMORROW MORNING TO TALK ABOUT THIS PROJECT, THE MBTA AND THE CITY TO GET INTO THE PRECISE DETAIL OF HOW WE'LL IMPLEMENT THIS.

THE COMMUNITY SUPPORTS IT.

WE WANT TO GO AHEAD.

SO WHAT I HAVE HERE IS THAT IN MARCH WE'LL BE REACHING OUT TO THE LOCAL COMMUNITY.

IN APRIL, WE WILL BE -- WE'LL ASK OUR CONSULTANTS TO DO THE FINAL DESIGN FOR THIS PROJECT.

PLEASE JUMP IN.

SO THAT COULD TAKE TILL APRIL AND MAY.

AND THEN THE EARLIER THAT WE WOULD DEVELOP AN OPERATIONS PLAN.

IT'S NOT JUST ABOUT THE BUS LANE.

IT'S HOW THE BUS IS PERFORMING.

WE WOULD LOOK AT THAT.

AND IN JUNE.

SO THE EARLIEST THAT WE COULD INITIATE THE ACTUAL OPERATION --

>> AND I MAY ADD TO THAT.

THE FINAL SCHEDULE IS TENTATIVE BASED ON THE LEVEL OF CHANGES IN THE CORRIDOR THAT WE LOOK TO MAKE.

BASED ON THE DESIGN WORK, THAT WILL INFORM WHAT THE FINAL SCHEDULE IS.

>> IS THAT HAPPENING INTERNALLY? THE SCOPE OF THE DESIGN WORK?

>> WE'RE WORKING VERY CLOSE TO THE CITY OF BOSTON ON DEVELOPING THE SCOPE THAT THE CONSULTANT --

>> AT TOMORROW'S MEETING, WE'LL HAVE A MUCH BETTER IDEA BECAUSE JUST LIKE YOU, WE'D LIKE TO PIN DOWN THE SCHEDULE.

THERE'S A NUMBER OF FACTORS.

IS THE ROAD GOING TO BE REPAVED.

I'VE WALKED DOWN THE CORRIDOR
SEVERAL TIMES.
MANY OF THINGS THAT HAVE TO BE
TAKEN CARE OF.
IT'S NOT AS EASY AS IT WAS IN
ROSENDALE.
WE DIDN'T HAVE TO DO LANE LINES.
WE HAVE TO MOVE ALL THE LANE
LINES.
SO IT'S MORE INVOLVED PROJECT
THAN ROSENDALE WAS.
WHICH IS WHY WE NEED MORE
INFORMATION.

>> SO GIVEN ANNA'S POINT EARLIER
ABOUT THAT BEING WHEN STUDENTS
ARE GONE, WILL YOU THEN TAKE
INTO ACCOUNT IF THERE IS AN
OUTCRY OR PERCEPTION FROM THE
BUSINESSES THAT THERE'S SOME
IMPACT THAT YOU'LL TAKE INTO
ACCOUNT THAT THIS IS -- YOU'RE
COMPARING THIS TO LAST SUMMER
RATHER THAN WHEN THE STUDENTS
WERE HERE AND --

>> WE INTEND TO TALK WITH THE
BUSINESSES AND MAKE THE CASE
THIS IS GOOD FOR THEIR
BUSINESSES.

>> OKAY.

SO THERE IS MOVING FORWARD NO
MATTER WHAT.
AND THEN YOU'RE SAYING THAT THE
COMMITMENT IS TO BASICALLY HAVE
IT LAUNCHED MID SUMMER?

>> CORRECT.

>> OKAY.

>> I WILL GIVE YOU A MORE
ACCURATE SCHEDULE AFTER
TOMORROW'S MEETING.

>> GREAT.

THANK YOU.

>> MY PLEASURE.

>> SO DOES THIS MEAN THAT THERE
WILL JUST BE THIS ONE PROJECT IN
2019 THOUGH?

OR WILL MASS AVE AND BLUE HILL
AVE BE DONE BY THE END OF THE
YEAR?

>> LET ME GIVE YOU A SENSE OF
THE PROJECTS YOU'RE TALKING
ABOUT.

WE'RE COMMITTED TO THE PROJECTS
THAT WE IDENTIFIED BUT WE'RE
COMMITTED TO ROBUST PUBLIC

PROCESS TO MAKE SURE THAT
RESIDENTS AND SMALL BUSINESSES
AND PARTICULARLY EVERYBODY ON
THE CORRIDORS ARE ENGAGED.
WE DON'T WANT A PROJECT THAT
AFTER A MONTH EVERYBODY SAYS
WHOSE IDEA WAS THIS?
YOU NEVER TALKED WITH US.
SO WE WANT TO DO IT RIGHT FROM
THE START.
WITH THAT IN MIND, WE TALKED
ABOUT WASHINGTON STREET.
THAT'S A CRITICAL PIECE.
WE ALREADY HAVE A DESIGN FOR
THAT.
IT'S A SMALL PIECE.
THAT WILL BE A 24/7 BUS LANE.
THAT WILL BE DONE THIS YEAR.
WE HAVE A DESIGN FOR THAT
SECTION.
THIS IS TO DO WITH THE SL 4 AND
5.
THAT SECTION OF WASHINGTON
STREET WHERE WE WANT EXCLUSIVE
BUS LANES.
SO THAT PORTION THAT IS CAUSING
THE DELAY IS ADDRESSED.
SO WE HAVE THAT DESIGN.
IT'S A MATTER OF IMPLEMENTING
THAT.
WE HAVE -- WE HAVE THE FUNDING
TO HIRE A FULL TIME PERSON FOR
BLUE AVENUE.
IT'S IN THE TOP END PROJECT.
EVEN THOUGH WE DON'T CONTROL THE
BUS SERVICE, THE CITY WOULD LIKE
TO SEE HAPPEN.
WE WILL HIRE A FULL TIME PERSON
TO DO THAT CORRIDOR AND COLUMBIA
ROAD.
WE HOPE TO HAVE THAT PERSON AND
WE WANT TO START A PUBLIC
PROCESS THIS YEAR.
I CAN'T SAY THAT WE'LL SEE AN
IMPROVEMENT NECESSARILY IN 2019
ON BLUE HILL AVENUE. BUT FOR SURE
WE'LL HAVE AN ENGAGED PROCESS TO
FIGURE OUT WHAT THE IMPROVEMENTS
WILL BE FOR BLUE HILL AVENUE.
SO THOSE ARE SOME OF THE
PROJECTS --
>> WHAT ABOUT MASS AVE?
>> MASS AVE IS AN EXTREMELY
COMPLICATED RIGHT OF WAY BECAUSE

THERE'S A DEDICATED BIKE LANE.
THERE'S CHOICES THAT HAVE TO BE
MADE AND REQUIRE AS LOT OF
STUDY.

I DO HAVE A COMMITMENT FROM A
LOCAL DEVELOPER TO PROVIDE
FUNDING TO US TO STUDY, TO LOOK
AT THE BLOCK BY BLOCK
PRACTICALLY FOOT BY FOOT TO
INSTALL THE BUS AVENUE.

GIVEN THAT -- IT'S PROBABLY 30%
OF ALL VEHICLES ARE BICYCLES ON
THAT CORRIDOR.

ONLY SO MUCH SPACE WE HAVE.
ALREADY ALSO CHALLENGING
CORRIDOR.

IT'S THE HIGHEST COLLISION
CORRIDOR.

THE FIRST PRIORITY IS SAFETY.
WE WANT TO MAKE SURE THAT THAT
IS NOT SACRIFICED.

THERE'S A NUMBER OF THINGS THAT
MAKE MASS AVE COMPLICATED.
REQUIRES STUDY.

I'M NOT JUST GOING TO ANNOUNCE
WE'RE GOING TO DO A BUS LANE.

>> DO YOU HAVE ANY TIMELINE FOR
THE STUDY AND ANALYSIS?

>> THAT WILL BE DONE THIS YEAR.
WE JUST GOT THE TRANSIT TEAM ON
BOARD LAST MONTH.

THEY'RE CHOMPING ON THE BIT TO
GET INTO THESE PROJECTS.

I CAN PROMISE AN ANALYSIS WILL
BE DONE THIS YEAR.

IT WILL BE DONE IN PARTNERSHIP
WITH THE CITY OF CAMBRIDGE.
WE WANT CONTINUITY OF THE BUS
LINE ON MASS AVE.

IF IT'S DONE IN COORDINATION
WITH MASS DOT.

THE BRIDGE BELONGS TO THEM.
SO ALL OF THAT HAS TO BE TAKEN
INTO CONSIDERATION.

I WILL SAY THERE'S A DEVELOPMENT
BEING PROPOSED OPPOSITE THE
SYMPHONY HALL, THE GREEN LINE
STATION.

I WAS IN A MEETING LAST WEEK.
THEY'RE MAKING SURE THE BUS LANE
AND THAT BLOCK BETWEEN NEWBERRY
STREET AND ALSTON STREET IS A
BUS LANE.

THAT THAT'S -- MY APOLOGIES FOR

THE LONG ANSWER.

>> IT'S HELPFUL.

WHEN YOU SAY NORTH WASHINGTON STREET, ARE YOU TALKING ABOUT THE BRIDGE --

>> NO, THE STREET BETWEEN CAUSEWAY AND MARKET.

SO THEY'RE GOING TO GET RID OF PARKING ON THE RIGHT-HAND SIDE OF THAT ROAD.

>> IT'S LIKE A THREE-BLOCK STRETCH.

>> IT'S 247, 365.

>> SO ESSENTIALLY ONE ENTIRELY NEW MEDIUM TO LARGE SCALE DEDICATED BUS LINE, BRIGHTON AVE, IMPROVEMENT OF THE SL 4. BY THE END OF THE YEAR, COMMUNITY PROCESS KICKED OFF OR MOSTLY THROUGH WITH BLUE HILL AVE AND COLUMBIA ROAD?

>> I NEED TO -- COLUMBIA ROAD IS NOT A PROJECT THAT IS LED BY THE NEED FOR A BUS LANE. THERE'S OTHER ISSUES.

>> AND SCHOOLS.

OKAY.

BY THE END OF THE YEAR, STUDY AND ANALYSIS ON MASS AVE --

>> I WOULD START WITH THE STUDY OF THE MASS AVE PIECE.

I'M NOT SURE THE STUDY WILL BE FINISHED FOR 2019.

>> GOT IT.

>> DEPENDS ON WHEN THE DEVELOPER IS ACTUALLY GIVING US THE FUNDS.

>> SO ON THE STAFFING SIDE --

>> I WAS GOING TO SAY IF I COULD ADD ONE THING.

WITH THE PARTNERSHIP WITH BTD, WE DID PRESENT TO OUR BOARD AND STRESSING, TRYING TO UNDERSTAND WHERE OUR BOARD IS AT AS FAR AS COMMITMENT TO BUS LANES.

WE MADE A PROPOSAL TO THEM THAT WE WOULD FOCUS ON WHAT WE SEE AS THE 14 MILES OF HIGHEST NEED CORRIDORS THROUGHOUT THE SYSTEM. WE'LL BE ASKING FOR FUNDING THROUGH OUR CIP PROCESS.

I THINK IT WOULD BE -- OUR BOARD AND LEADERSHIP WAS EXCITED TO FIGURE OUT HOW WE CAN MOVE FORWARD WITH AREAS OF THE

HIGHEST NEED.

A LOT OF THAT IS IN THE CITY OF BOSTON.

SO WE'RE LOOKING AT FUNDING OPPORTUNITIES OVER THE NEXT TWO YEARS WE WOULD FUND --

>> HOW MUCH FUNDING IS IT?

WE'RE ASKING FOR ABOUT 10 TO \$11 MILLION.

ASSUMING 14 MILES, QUICK CONSTRUCTION.

SOME TSP.

WE HAVE SOME ADDITIONAL FUNDING AVAILABLE.

OUR GOAL HERE IS WE WANT TO BE GOOD PARTNERS AND WE REALIZE NO MATTER HOW MUCH WE INCREASE OUR RIDERSHIP, WE HAVE TO INCREASE THE SPEED OF TRAVEL AND IMPROVE THE RELIABILITY.

>> YOU HAVE ALREADY CHOSEN WHICH ROUTES THAT IS?

>> WITH THE CORRIDOR.

NOT NECESSARILY THE ROUTES.

THE CHALLENGE IS BECAUSE WE'RE KICKING OFF NETWORK REDESIGN, WHICH IS GOING TO REALLY LOOK AS WE TALKED ABOUT THE MARKET ANALYSIS, LOOKING AT WHERE ARE THE JOBS, THE SCHOOLS, THE HOSPITALS AND ALSO NOT JUST WHERE OUR EXISTING RIDERS ARE BUT THE PEOPLE THAT ARE CHOOSING NOT TO TAKE TRANSIT TODAY. WE'RE LOOKING AT CELL PHONE DATA TO BLANK SHEET REDESIGN OUR NETWORK.

BUT WITH THAT EVEN BECAUSE BOSTON, THE COMMONWEALTH, IS NOT A GRID SYSTEM LIKE CHICAGO.

WE HAVE THIS RADIAL DESIGN, THERE'S ALWAYS CORRIDORS WHERE WE'LL ALWAYS HAVE TRANSIT.

THERE'S ONLY SO MANY CORRIDORS THAT CAN HANDLE BUSES AND THE LOADS.

THAT'S WHERE WE KNOW THERE'S CONGESTION TODAY.

WHERE WE KNOW WE'RE CARRYING 65% OF OUR RIDERSHIP TODAY.

THOSE ARE THE AREAS THAT WE WANT TO FOCUS BECAUSE WE THINK THEY'RE LOW RISK HIGH REWARD AND WILL FIT IN NICELY TO THE PLAN.

AND --

>> WHAT WAS THE TIMELINE?

WHEN ARE YOU ASKING FOR FUNDING

AND WHEN WOULD YOU START?

>> WE HAVE SOME FUNDING ALREADY.

WE'RE WORKING ON GETTING

CONTRACTS IN PLACE RIGHT AWAY.

WE HAVE PRESENTED THE GOAL OF

BUILDING SEVEN MILES, CORRIDOR

MILES, IN FISCAL YEAR 20.

MORE IN 21.

THAT IS NOT JUST BOSTON BUT

THROUGHOUT THE COMMONWEALTH.

SORT OF COMPARISON, WE BUILT 3.5

MILES THIS FISCAL YEAR, WHICH

INCLUDES THE ROSALYNDALE PILOT.

>> IS THAT WHY YOU PICKED 15?

>> IT CORRESPONDS TO EVERYWHERE

WHERE THE FLOW OF TRAFFIC, WHEN

WE CALCULATE PASSENGER HOURS

BEING LOST WAS OVER 40 PASSENGER

HOURS A DAY.

ESSENTIALLY SOMEWHAT ARBITRARY

CUT OFF.

BUT SOUNDED LIKE A GOOD NUMBER,

ACHIEVABLE, A STRETCH GOAL

BECAUSE IT REQUIRES US TO BE

GOOD PARTNERS.

>> AND BOTH THE LEAD AND THE

AMOUNT OF DELAY.

>> YES.

EXACTLY.

>> SO FOCUSING ON SOME PLACES

THAT HAVE A HIGHER DELAY OR VICE

VERSA.

>> DO YOU KNOW OFF -- DO YOU

HAVE WITH YOU WHICH CORRIDORS IN

BOSTON IS INCLUDED IN THAT?

>> WE CAN FOLLOW UP WITH THAT.

I CAN SAY I BELIEVE BLUE HILL

AVENUE, MASS AVENUE, NORTH

WASHINGTON STREET, ARE PART OF

THAT.

THAT'S WHERE --

>> SO YOU'RE WILLING TO INCREASE

SERVICE YOU'RE SAYING THERE.

IS THAT WHAT YOU'RE SAYING?

>> WE'RE SAYING WE'RE WILLING TO

FUND AND SUPPORT THE DEVELOPMENT

OF PRIOR INFRASTRUCTURE, SHE ARE

BUS LANES, TSP, Q JUMPS BECAUSE

THE CHALLENGE IS WE -- THERE'S

DIMINISHING RETURN AND PUTTING

MORE BUSES AND OPERATORS ON THE

STREETS IF WE DON'T FIX THAT PROBLEM.

WE THE T -- WE WILL START EVERY TRIP ON TIME.

AS SOON AS IT GETS ON THE STREETS, UNLESS WE MAKE THESE INVESTMENTS, THERE'S ONLY SO MUCH WE CONTROL ABOUT RELIABILITY.

>> SO IS THIS LIKE -- ARE YOU TALKING ABOUT THE PAINT CONTROVERSY --

>> WE'VE HEARD FROM OUR BOARD THAT THEY WANT US TO TAKE THE COMMITMENT FOR CAPITAL FUNDING FOR DESIGN AND FOR IMPLEMENTATION CONSTRUCTION AND PARTNER WITH THE CITIES. WE'LL PAY FOR THAT.

THE CHALLENGE IS WE'RE NOT GOING TO PAY FOR ONGOING FACILITIES. THEY'VE SAID IF WE GET THIS MONEY AND IT'S AVAILABLE, WE WILL COMMIT TO DESIGNING AND IMPLEMENTING THOSE BASED ON THE FUNDING AVAILABLE.

WE NEED COMMITMENTS FROM THE MUNICIPALITIES FOR ONGOING MAINTENANCE.

>> OKAY.

I KNOW MY COLLEAGUES HAVE OTHER QUESTIONS.

JUST WANTED TO TOUCH ON -- DID YOU HAVE ANY COMMENT ON WHAT CARROLL WAS SAYING THE INTEGRATION OF TRANSPORTATION PLANNING WITH OTHER CITY AGENCIES DOING DEVELOPMENT BY DEVELOPMENT?

DO YOU IF I THERE'S ENOUGH STAFF PARTICIPATION FOR THESE MEETINGS OR --

>> IN GENERAL, YES.

WE DON'T GO TO EACH AND EVERY COMMUNITY MEETING. THERE'S ONE EVERY DAY PRACTICALLY.

>> I KNOW.

>> YOU KNOW, KUDOS TO THE COUNSELORS FOR SHOWING UP NIGHT AFTER NIGHT.

IT'S FOR A GOOD CAUSE.

WE WORK HAND AND HAND WITH THE BPDA ON EACH DEVELOPMENT PROJECT

TO MAKE SURE THAT THE
TRANSPORTATION ISSUES ARE
ADDRESSED.

WE HAVE TO LOOK AT BUS SAFETY,
PEDESTRIAN SAFETY.

ALSO TO SEE HOW THE MITIGATION
PACKAGE CAN ADVANCE SOME OF
THESE OBJECTIVES.

>> SOUNDS LIKE THERE'S MORE ROOM
FOR SOME SUPPORT OR GUIDANCE
FROM BPD IN PUSHING -- HELPING
RESIDENTS THAT WANT TO ASK FOR
MORE FROM THE MITIGATION AND --

>> ABSOLUTELY.

ALWAYS MORE ROOM FOR US TO
IMPROVE.

WE HAVE DONE A LOT OF WORK THE
LAST FIVE YEARS, NOT MORE, ON
MAKING SURE THAT DEVELOPMENT
PROJECTS ARE WELL-INTEGRATED
WITH TRANSPORTATION ISSUES.

>> THANK YOU.

>> I'D LIKE TO GIVE BPTA AND BPA
CREDIT.

WE'VE BEEN WORKING HAND WITH
HAND ON THEM ANY TIME THERE'S A
PROJECT THAT HAS A TRANSIT
IMPACT TO REACH OUT TO US AND
HOUSE US SEE WHAT CHANGES CAN
BE.

FROM OUR PERSPECTIVE, ANY TIME
THERE'S A NEW BUS ROUTE, WE
WOULD LIKE TO KNOW.

THERE'S LITTLE THINGS WE CAN DO.
LIKE MAKING THE CURB LESS SHARP
SO THE BUSES MAKE THE TURN --

>> DOESN'T THAT HAPPEN RIGHT
NOW?

>> IT DOES.

THE SMALLER PROJECTS GET LOST IN
THE FREY.

>> OKAY.

THANK YOU.

COUNCILLOR CAMPBELL.

>> THANK YOU VERY MUCH,
COUNCILLOR WU.

JUST PICKING UP ON BLUE HILL
AVE.

IT'S GREAT TO HEAR IT CONTINUES
TO BE A PRIORITY FOR THE CITY.

I WISH WE COULD MOVE FASTER TO
DO SOMETHING.

I GET THE IMPORTANCE OF THE
ENGAGEMENT ON BLUE HILL AVE AND

COMMUNITIES THAT DON'T TRUST US,
TRUST THE T.
RIGHTLY SO FRANKLY.
I'M NOT GOING TO BLAME COMMUNITY
FOR THAT.
PREVIOUS PROCESSES THAT DIDN'T
GO WELL.
WE HAVE A NEW OPPORTUNITY HERE.
I'M JUST CURIOUS OR I WOULD LIKE
TO KNOW WHAT IS THE TIME LINE ON
OUR END, THE CITY'S END TO START
THAT COMMUNITY PROCESS IN 2019?
>> I DON'T HAVE AN EXACT
TIMELINE.
I THINK IT STARTS WITH WHERE
THEY SIT DOWN WITH ELECTED
OFFICIALS THAT WE WOULD LIKE TO
DO IT IN MARCH.
WE WANT TO LOOK AT THAT AND
DESIGN WITH YOU THE RIGHT PUBLIC
PROCESS SO WHETHER IT'S
CHURCHES, RESIDENTS OR -- A LONG
HISTORY AS WE JUST POINTED OUT
ON BLUE HILL AVE AND WE WANT TO
DO THE PROCESS RIGHT.
THE GOAL IS TO HAVE THAT
COMMUNITY PROCESS ONCE WE HAVE
DESIGNED IT WITH LEADERS IN THE
NEIGHBORHOOD.
>> SO WE HAVE AN INITIAL MEETING
AND THEN WE GO TO THE COMMUNITY.
I'D SAY LET'S DO THIS MEETING.
LET'S DO IT.
I WOULD PUSH -- JUST SAY, IT
SHOULD BE A MEETING THAT
INCLUDES NOT JUST ELECTED.
I WOULD LIKE TO INCLUDE THE T
AND THANK YOU FOR THE COMMENTARY
AND PUSHING FOR MORE FUNDING
INCLUDING BUT HILL AVE.
THE T IS WILLING TO GIVE US
MONEY.
THIS IS A GREAT THING.
THANK YOU, T.
WE NEED THE MONEY.
CLEARLY WE HAVE MONEY, PEOPLE
DOING THE WORK, INCLUDING THE
DPDA, OTHER DEPARTMENTS SO MANY
ORGANIZATIONS ARE GOING TO BLUE
HILL AVE DOING OUTREACH.
YOU HAVE THE HOSPITALS, OTHER
ORGANIZATIONS PUTTING OUT
STUDIES WHERE EMPLOYEES ARE
COMING FROM, HOW CAN THEY GET

INVOLVED IN TRANSPORTATION.
IT'S SO CRUCIAL TO THE WORKERS
TO BE PART OF THE CONVERSATIONS.
THERE'S SO MANY PEOPLE THAT WE
CAN BRING TO THE TABLE TO
INCLUDE MORE PLAYERS,
PARTICULARLY PLAYERS THAT ARE
ACCESSING THE RESIDENTS IN
DIFFERENT SPACES.
SOME OF THESE RESIDENTS MAY NOT
BE ENGAGED WITH US OR CONNECTED
TO US.
THEY'RE WITH THE HOSPITAL OR
THEIR EMPLOYERS.
LET'S TALK OFF LINE ABOUT HOW WE
SET A DATE TO DO THAT MAYBE BY
THE END OF MARCH.
SPECIFICALLY NOR THE BLUE HILL
AVE CORRIDOR.
THE MORE PEOPLE AT THE TABLE IN
THE BEGINNING IS A GOOD THING
INCLUDING COMMUNITY
ORGANIZATIONS.
THAT'S WHERE WE START AND
DEVELOP A PROCESS TOGETHER.
I WOULD ADD, ON THE COMMUNITY
PROCESS PIECE, DOES THE -- ARE
THERE ANY DOLLARS ON THE T FOR
THIS COMMUNITY ENGAGEMENT PIECE?
OBVIOUSLY YOU'RE GOING OUT,
DOING PROJECTS.
SO KEY.
BEFORE THAT, YOU'RE DOING THE
COMMUNITY PROCESS.
I'M CURIOUS WHAT YOUR ENGAGEMENT
TEAMS LOOK LIKE, THE PEOPLE THAT
YOU EMPLOY TO DO THIS.
WE HAVE RESOURCES ON THE CITY
SIDE.
MAYBE NOT AS MUCH AS YOU GUYS ON
THE T SIDE.
SO I'M CURIOUS WHAT YOUR
COMMUNITY ENGAGEMENTS RESOURCES
LOOK LIKE ON THE T SIDE.
>> I CAN'T SPEAK TO A DOLLAR --
>> OR EVEN HUMAN CAPITAL.
>> YEAH.
AND FOR THIS PROJECT WE DID
REALIZE THE COMMUNITY ENGAGEMENT
IS A BIG PART OF WHAT WE DO.
IT'S AT THE TOP OF OUR BOARD'S
MIND.
TRYING TO UNDERSTAND WHAT DOES
THE COMMUNITY THINK.

WE'VE BEEN THINKING PROJECT BY PROJECT, WHAT DOES THE PROCESS LOOK LIKE.

WE TO HAVE A CUSTOMER EXPERIENCE DEPARTMENT GOING THROUGH SOME CHANGE RIGHT NOW.

THEY ENCOURAGE A MORE ROBUST COMMUNITY PROCESS TRYING TO SEE WHAT ARE THE BEST WAYS TO GET THE MESSAGING TO THE CUSTOMERS. WE'RE THINKING THROUGH THAT RIGHT NOW.

I'D SAY WE'RE DEVELOPING THAT. I'D SAY THERE'S NO CONCRETE THING.

THEY'RE DEVELOPING IT AND THINKING THROUGH IT.

IT'S POSITIVE.

>> SO IT'S TIMELY GIVEN THAT WE'RE GOING TO BE DOING A COMMUNITY PROCESS WITH GOOGLE LABS, TO BE DOING IT WITH YOU GUYS AS YOU'RE REVAMPING CUSTOMER SERVICE RELATION AND COMMUNITY ENGAGEMENT PIECE. AS WE COME TO THE TABLE, WE HAVE TO THINK ABOUT WHAT THAT LOOKS LIKE.

IT INFORMS US AND YOU.

THIS IS GREAT.

QUICK QUESTION AROUND ANOTHER ROUTE THAT WAS BROUGHT UP HERE BUT ALSO THAT CAME UP IN DIFFERENT MEETINGS.

ROUTE 14.

THIS IS THE ROUTE -- BROOK HIGH SCHOOL.

WE HAVE NEWS HOUSING DEVELOPMENTS A LOT HAPPENING OVER THERE.

I WAS AT THE BROOK MEETING WITH A LARGE GROUP OF STUDENTS THERE WHO TAKE THE BUS ALL THE TIME AND FRANKLY WHY I'M ENGAGED WITH THE T A LITTLE MORE ON THE CUSTOMER SERVICE SIDE, NONE OF THOSE STUDENTS THAT TAKE THE BUS EVERY DAY KNEW THE T WAS PROPOSING FARE HIKES.

IT WAS JUST OUTREACH NONEXISTENT.

AROUND THE 14, COMPLAINTS ABOUT THE SERVICE BEING CUT BACK POSSIBLY.

SLOW, DELAYED.

SOME OF THE STUDENTS COMPLAINED ABOUT BUS DRIVERS ACTUALLY DRIVING PAST CERTAIN STOPS. THEY WOULD CALL IN TO A COMPLAINT LINE, DIDN'T KNOW IF ANYTHING HAPPENS.

SO I HAVE TWO QUESTIONS.

ONE IS, CAN YOU TALK ABOUT THE ROUTE 14 BUS AND THEN THE COMPLAINTS, ACCOUNTABILITY PROCESS.

WE HAVE STUDENTS CALLING SAYING A BUS JUST DROVE BY.

HOW DO PEOPLE FOLLOW UP WITH THEM?

HOW DO THEY KNOW WHAT HAPPENED WITH THEIR COMPLAINT?

WHERE IS THE ACCOUNTABILITY PIECE THERE?

ROUTE 14 IS HERE.

IT'S NOT DOING WELL.

IT'S NOT ON THE PROPOSED CHANGES OR ANYTHING LIKE THAT.

>> AS FAR AS THE COMMENTS ABOUT OTHER CUTS, NOT TO OUR KNOWLEDGE.

I'LL LOOK INTO IT.

THAT'S NOT SOMETHING THAT WE'RE AWARE OF.

AS FAR AS COMPLAINTS, WE DO EVERY DAY IN MY E-MAIL, WE GET THE LIST OF COMPLAINTS AND THEY IDENTIFY THE PATTERNS AND WE SEE THE COMPLAINTS HAPPENING.

THERE'S SOMETHING THAT IS DISCUSSED WHEN WE SEE IT HAPPENING.

I'LL TAKE YOUR COMMENT BACK --

>> I'LL MAKE SURE WE EXCHANGE CARDS AND THINGS.

NOT JUST THE BROOK HEIGHTS, I ALSO REPRESENT A POCKET OF ROSENDALE.

RESIDENTS HAVE BEEN COMPLAINING ABOUT THE ROUTE 14 BUS, THE INADEQUATE SERVICE THERE AND HOW WE DO BETTER.

THEY WOULD BE SHOCKED THAT THE ROUTE 14 BUS IS NOT A PART OF THIS.

THIS IS AMERICAN LEGION HIGHWAY. IT GOES BACK TO THE ANALYSIS AND WOULD THIS HAVE LOOKED

DIFFERENTLY IF THE LENS WAS USED
OR A DIFFERENT PROCESS.

THE ROUTE 14 HAS TO BE DONE.

>> WE'LL TAKE A LOOK.

>> I THINK THAT'S ALL I HAVE.

COUNCILLOR WU, THANK YOU.

>> THANK YOU, MADAM PRESIDENT.

SO JUST A FINAL -- A FEW
QUESTIONS ON THE EXISTING
DEDICATED BUS LANE IN
ROSALYNDALE.

I SEE ALL OF THOSE ROUTES ARE
JUST HOVERING -- ANYWAY.

THEY'RE NOT IN THE FIRST COUPLE
SHOTS OF ON-TIME PERFORMANCE
EVEN WITH THE LANE IN THE
MORNING.

ARE THERE PLANS FOR CONTINUED
IMPROVEMENTS THERE?

I SEE AROUND 66, 65.

ANY OTHER SIGNAL PRIORITY PLANS
OR TRYING TO THINK ABOUT WHETHER
THE STOPS MAKE SENSE OR ANYTHING
ELSE AROUND THE DEDICATED BUS
LANE OR IS IT ONCE IT'S
ESTABLISHED, IT'S MOVING ON TO
THE NEXT.

>> I TAKE A STAB AT THIS.

WE'VE BEEN IN CONVERSATION OF
OTHER THINGS WE CAN DO BEYOND
PAINTING.

WE WOULD LIKE TO LOOK AT THE BUS
STOP LOCATIONS THAT CAN IMPROVE
SERVICE.

IF THERE'S ANY ADDITIONAL
IMPROVEMENTS ON FOREST HILL
STATION.

WE WELCOME THAT CONVERSATION.

>> WE'RE WORKING ON THOSE ISSUES
WITH THE T FROM CONSOLIDATION OF
BUS STOPS AND BETTER ACCESS TO
FOREST HILLS.

>> HOW DOES THAT FIT IN WITH THE
LINES THAT YOU TALKED ABOUT
EARLIER?

>> WE CAN DO THAT NOW.

>> THAT DOESN'T COME OUT OF THE
14 MILE POT AVAILABLE?

>> I THINK THAT'S A DISCUSSION
TO FIGURE OUT HOW WE SORT THAT
OUT.

THE OTHER PIECE TO ADD, TO, THIS
IS SOMETHING -- ALL WE'RE
CONSIDERING, ESPECIALLY ROSEN

DALE IS A GOOD EXAMPLE.
THE REALITIES, TOO, A LOT OF OUT
BOUNDS NEEDS.
THINKING TO THE FUTURE, HOW DO
WE ACCOMMODATE OUTBOUND SERVICE.
THAT WILL BE A BIG IMPORTANT
PIECE OF THAT IN THE FUTURE.

>> AND MY FINAL THOUGHT QUESTION
ON THE 28 BUS AND BLUE HILL AVE
CORRIDOR.

I'M THINKING THAT WE SHOULD --
I'M GOING TO INVITE -- MAYBE THE
THREE OF US AND WE PARTNER ON A
SEPARATE HEARING JUST ON THAT
BUS LINE.

I THINK THE OPPORTUNITY TO
PRESENT IT TO RESIDENTS AS
RAPID, FAIR FREE TRANSIT WOULD
MAKE A BIG DIFFERENCE.

I TALKED TO SECRETARY POLLACK
AND SAY CAN WE PILOT FARE FREE.
WE KNOW IT'S NEEDED.

WE KNOW THE OPPORTUNITIES THAT
WOULD OPEN UP.

WHAT ABOUT THE SERVICE IMPACTS?
DO YOU HAVE THE DATA TO EVEN
BEGIN TO KNOW WHAT THE SERVICE
IMPACTS WERE WITH A DEDICATED
BUS LANE?

>> I DON'T HAVE THE INFORMATION
YET.

>> DO YOU HAVE ANY PROJECTIONS
ON HOW SERVICE IS AFFECTED BY --
FOR EXAMPLE, YOU HAVE DATA
PREDICTING A DECREASE IN
RIDERSHIP BECAUSE OF THE FARE
HIKES.

THERE'S SOME MODELS AROUND HOW
PRICING AFFECTS RIDERSHIP.

DO YOU HAVE ANY INFORMATION ON
THAT BUS ROUTE IN PARTICULAR?

>> I THINK WE DEFER.

ALSO, THE IMPACT OF ANY CHANGE
OFF FOR RIDERSHIP AT THAT LEVEL,
I DON'T KNOW HOW VALID OR
ELASTICITY MODELS WORK AT THAT
LEVEL.

WE WOULD HAVE TO DEFER TO THE
TEAM.

>> MAYBE LET'S EXPAND THE
QUESTION A LITTLE BIT ABOUT TALK
ABOUT SERVICE LEVELS IN GENERAL.
LET'S SEE.

I HAD IN MY NOTES THAT THE T

HAS -- WE TALKED ABOUT ALL OF THESE BUS ROUTES.

176 BUS ROUNDS BUT ONLY 19 OFFER ALL DAY SERVICE.

SO 176 SOUNDS LIKE A LOT.

WHEN YOU THINK ABOUT WHICH USE YOU CAN GET AROUND REGULARLY, THAT'S NOT WHAT RESIDENTS NEED.

ANY PLANS FOR ACTUALLY INCREASING SERVICE LEVELS?

>> THAT GOES BACK TO OUR PRESENTATION.

I KNOW WE SAID TWO WEEKS AGO.

FEELS LIKE TWO WEEKS AGO.

IT WAS THIS MONDAY.

ON INVESTING IN MORE RESOURCES, WHICH WOULD BE ADDITIONAL BUSES AND OPERATORS.

THE KEY BUS ROUTES THAT HAVE THE HIGHEST FREQUENCY.

ABOUT CAN -- CAPITAL

INVESTMENTS, WE HAD A DOES

CONTRIBUTION ABOUT THAT, WHICH WOULD BE INVESTING IN ADDITIONAL OPERATORS.

OUR BIGGEST CONSTRAINT IS NUMBER OF BUSES.

AS IT STANDS AT THE T, WE'RE NOT ABLE TO INVEST IN WHAT WE CALL THE PEAK HOURS, MORNING AND AFTERNOON.

WE DID ASK AS PART OF THE FISCAL YEAR 20 BUDGET CONVERSATION TO REQUEST AN INCREASE IN OPERATORS THAT WOULD INVEST IN NONPEAK HOURS TO PROVIDE ADDITIONAL SERVICE.

IT WOULD BE TO I THINK BRING US UP TO THE SERVICE DELIVERY POLICY, LOCAL KEY BUS ROUTES, NOT THE SAME LEVEL OF FREQUENCY.

WE TALK ABOUT THE SERVICE DELIVER POLICY STANDARDS.

TRY TO GET US THERE.

I THINK THE CONVERSATION OF WHAT YOU'RE ASKING IS HOW DO WE CREATE NEW KEY BUS ROUTES, WHICH HAVE VERY HIGH FREQUENCY, THAT WOULD BE AN ADDITIONAL CONVERSATION ABOVE AND BEYOND.

OUR NUMBER 1 GOAL RIGHT NOW IS TO ENSURE THAT WE CAN MEET OUR SERVICE DELIVERY POLICY BEFORE WE TRY TO EXCEED IT.

CURRENTLY WE'RE NOT MEETING THAT.

ANYTHING TO ADD?

>> THERE ARE SOME CORRIDORS THAT WOULD BE DUMPED FROM THE REGULAR LOCAL ROUTE CATEGORY.

THE FREQUENT ROUTE CATEGORY ON THE MARGINS NOW.

ROUTE LIKE THE 31 WITH OFF PEAK INVESTMENT COULD GET BUMPED OR OTHER CORRIDORS AS WELL.

>> THE ONES ON THE TABLE IN TERMS OF THE INVEST MEANT YOU ASKED FOR TO BRING THE FREQUENCY UP TO STANDARD, WHERE ARE THEY? IN BOSTON?

>> IN BOSTON.

WE'LL HAVE TO FOLLOW UP WITH AN E-MAIL ON WHICH SPECIFIC ROUTES THAT WOULD BE.

IT WOULD IMPACT 40 DIFFERENT ROUTES AND CORRIDORS AND WE'LL MAKE SURE TO FOLLOW UP AFTER THIS HEARING WITH YOU AND THE REST OF THE COUNSEL WITH THE LIST OF THOSE ROUTES.

>> OKAY.

JUST SO WE HAVE FOLLOW UP, IF I CAN MAKE SURE WE HAVE IT ON THE RECORD, THINGS OF THE LIST -- SO WE HAD A REQUEST FOR THE ON-TIME DATA, BROKEN DOWN BY RACE AND INCOME.

WE HAD A REQUEST FOR CONSIDERATION OF HOW THE EQUITY TIME LINE OF THE EQUITY ANALYSIS COULD BETTER OVERLAP WITH THE PUBLIC COMMENT PERIOD.

WE HAD A REQUEST FOR WHERE THE 14 MILES OF HIGHEST NEED INVESTMENT MIGHT GO, WHICH CORRIDORS SPECIFICALLY.

AND THEN THIS LAST ONE ON WHICH OF THESE ROUTES NEEDED TO BE BROUGHT UP TO THE SERVICE DELIVERY POLICY.

AM I MISSING ANYTHING?

OKAY.

ALL RIGHT.

ANY OTHER THOUGHTS TO DECIDE OR -- OKAY.

THANK YOU SO MUCH.

WE HOPE TO SEE YOU BACK FOR OUR HEARING ON THE FARE FREE RAPID

28 BUS -- YES, ONE MORE.
BUT I WANT TO -- YES.
>> [QUESTION INAUDIBLE]
>> YES.
>> LET'S WORK COLLECTIVELY TO
FIGURE OUT THE RIGHT TIMING.
WE DON'T WANT TO DO IT TOO EARLY
OR TOO LATE.
>> SURE.
THAT SOUNDS GREAT.
LET'S GET DRAFTING AND LOOP YOU
IN.
WELCOME OUR PANELISTS.
WE HAVE ONE ADDITIONAL MEMBER TO
TESTIFY IF YOU WANT TO LISTEN TO
MRS. MILES WHO YOU PROBABLY ALL
KNOW.
MRS. MILES, FEEL FREE TO
IDENTIFY YOURSELF AND YOUR
ADDRESS AND GIVE YOUR TWO
MINUTES OF TESTIMONY.
>> I'M MELLA MILES.
WANT MY PERSONAL ADDRESS?
367 WASHINGTON STREET.
WHERE I WORK.
I LIVE IN BOSTON IN ROXBURY.
I JUST WANTED TO JUST ASK A FEW
QUESTIONS TO THE PANEL ABOUT
SINKING BUSES TO THE FAIRMONT
LIVE AND THE TRANSITION
COALITION AS WELL.
THE FAIRMONT LINES HAS TRAINS
THAT RUN.
WE'VE BEEN ASKING FOR MANY YEARS
TO GET THE BUSES THAT PASS BY
THE STOPS ON FAIRMONT TO BE
SYNCED TO THE SCHEDULES OF THE
TRAINS.
BECAUSE THEY ONLY RUN ONCE AN
HOUR.
THE TRAINS, PEOPLE GET THERE AND
THE TRAIN IS ALREADY GONE AND
THEY'RE NOT GOING TO WAIT
ANOTHER HOUR TO GET ON THEIR
TRAIN.
WE BROUGHT UP THE 14 BUS FOR A
REASON.
THE GREATER FOUR CORNERS
COALITION WHERE I WORKED
SPEARHEADED THE EFFORTS TO GET
THE BUS ROUTE TO EXIST.
WE'RE REALLY CONCERNED ABOUT THE
WAY THAT THE T IS ENGAGING
PEOPLE TO HAVE INPUT ON WHETHER

THEY CUT SERVICE TO THAT LINE.
THEY REDUCE THE SCHEDULE ONLINE
SAYING IT WAS DUE TO LACK OF
RIDERSHIP SO IT WAS RUNNING ONCE
AN HOUR.

BUT THE WAY THAT THE T WAS DOING
THE CUSTOMER SURVEYS, MOSTLY THE
PEOPLE IN THE COMMUNITY NEVER
GOT THE RIDER SURVEYS AND
THINGS.

THEY WERE ONLINE.
THINGS LIKE THAT.

SO I'M CONCERNED ABOUT THAT
LEVEL OF COMMUNITY ENGAGEMENT.

ALSO, ON THE BETTER BUS PROJECT,
I HAD PUT IN A RECOMMENDATION
ABOUT THE ROUTE 14 WHEN THE
BETTER BUS PROJECT STARTED.
I WENT TO AN OPEN HOUSE.

I DON'T SEE WHY IT NEVER GOT ON
THE LIST.

BECAUSE THERE WERE A LOT OF
RECOMMENDATIONS ABOUT THAT
ROUTE.

SO WE'RE CONCERNED THAT HOW
WE'RE BEING LISTENED TO WHEN WE
COME IN, MAKE RECOMMENDATIONS
ABOUT A FARE INCREASE OR MAKE A
RECOMMENDATION ABOUT HOW THEY'RE
ENGAGING THE COMMUNITY.

THERE'S A STOP OPENING ON THE
FAIRMONT LINE THAT JUST OPENED
MONDAY.

IT'S GOING TO OPEN -- HAVE A
RIBBON CUTTING VERY SOON.
THE COMMUNITY ENGAGEMENT PROCESS
TO REACH OUT TO THAT COMMUNITY
TO ACTUALLY ENGAGE AND KNOW MORE
ABOUT THOSE TRAINS AND THE
SERVICE COMING TO THE COMMUNITY,
IT HASN'T HAPPENED.

WE'RE TRYING TO WORK WITH THE T
TO MAKE SURE IT HAPPENS EVEN
AFTER THE STATION OPENS.

WE WANT TO MAKE SURE THE CITY
COUNCIL WOULD WORK WITH US TO
MAKE SURE THAT MATTAPAN IS
ENGAGED JUST LIKE ANY OTHER
COMMUNITY THAT THE MBTA DOES
SERVICE CHANGES IN OR ADDS AS
MUCH AS TOO.

WE'VE GONE TO THE MEETINGS.
I HEARD THEM TALKING ABOUT NEW
SERVICE.

THEY WENT DOOR-TO-DOOR.

THEY HAD EVENTS OUT IN THE
COMMUNITY.

EVERYONE KNEW THAT SERVICE WAS
COMING.

SO IF THOSE TYPES OF THINGS ARE
NOT DONE WITH A STATION LIKE
BLUE HILL AVE, YOU'RE NOT GOING
TO GET THE RIDERSHIP THAT WE
HAVE WORKED SO HARD FOR TO BRING
THAT SERVICE TO THE COMMUNITY
AND THEN THERE'S GOING TO BE A
HUGE PROBLEM THAT TAKES PLACE
AFTER THAT.

BECAUSE WE'RE NOT GETTING PEOPLE
TO UNDERSTAND THAT THIS IS NOT
JUST COMMUTER RAILS, THIS IS A
ZONE 1 A TRAIN RUNNING THROUGH
THEIR COMMUNITY THAT THEY CAN
GET ON AND -- THAT HAS A SUBWAY
FARE SO MORE PEOPLE WILL UTILIZE
THE INVESTMENT, \$267 MILLION
INVESTMENT THAT WENT INTO THE
LINE.

THOSE ARE A FEW OF THE THINGS.

I DON'T HAVE A LONG TIME.

THANKS FOR ALLOWING ME TO SPEAK.

THANK YOU, COUNCILLOR MEMBERS
AND THOSE STAFF FROM THE MBTA.

>> THANK YOU FOR ADVOCATING LAST
NIGHT, TOO.

ANY RESPONSE TO THE QUESTION
ABOUT THE BUS ROUTES WITH TRAIN
SCHEDULES?

>> THAT'S SOMETHING THAT WE CAN
LOOK INTO IT.

>> GREAT.

IF YOU CAN ADD THAT TO THE LIST.

ANYONE ELSE THAT WISHES TO
TESTIFY?

THANK YOU ALL SO MUCH FOR BEING
HERE AND FOR YOUR TIME, THIS
WILL CONCLUDE OUR HEARING.
THIS HEARING IS ADJOURNED.