



Rhode Island Transportation Planning Forum

April 21, 2017

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MassDOT Assistant Secretary for Policy Coordination



Goals of this Presentation

- To highlight the planning initiatives currently underway at the Massachusetts Department of Transportation (MassDOT)
- To describe our focus on customers
 - Improving performance
 - Metrics for evaluation of performance goals
- To explain how we set investment priorities
- To show how we measure reliability and system performance



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What We're Focusing On at MassDOT and the MBTA

- **P**eople: Putting customers first
- **P**riorities: Setting priorities and investing where we get the highest return on investment
- **P**erformance: Providing a more reliable transportation system
- **P**artnerships: We can't get the job done by ourselves
- **P**lanning: Allocating resources efficiently and to gain the greatest benefits



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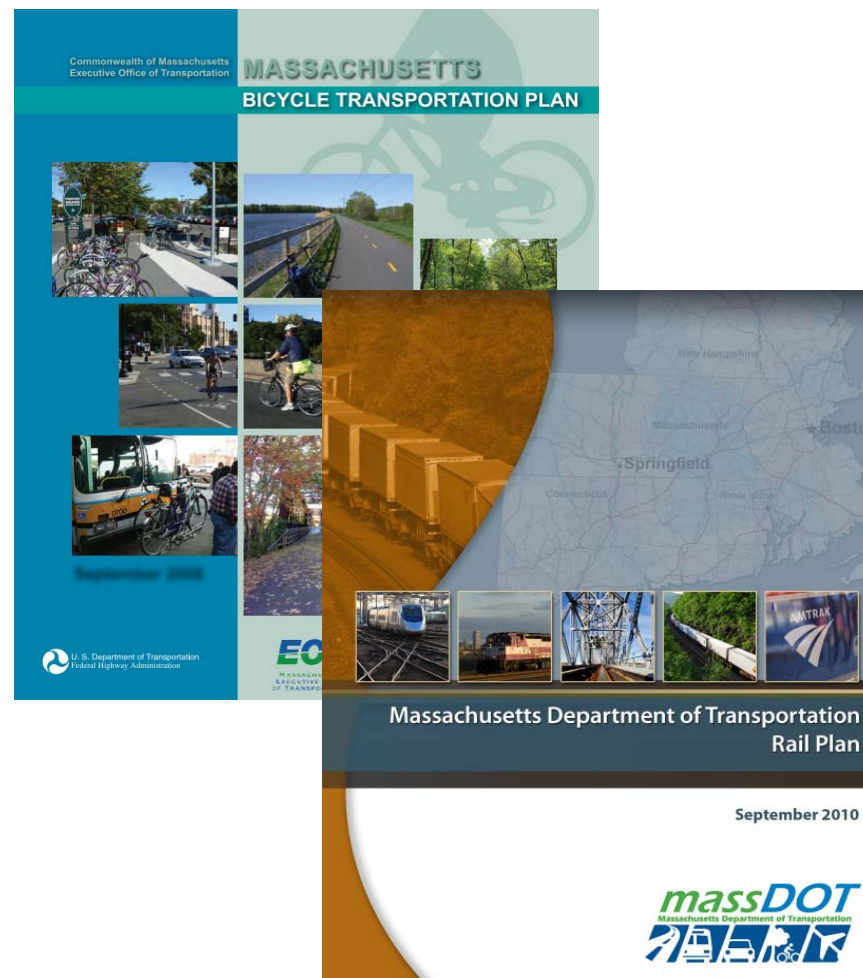
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PLANNING:

Allocating resources efficiently
and effectively

Ongoing MassDOT Planning Efforts

- Statewide Bike and Pedestrian Plans
 - Statewide Freight Plan
 - Statewide Rail Plan
 - 5-Year Capital Investment Plan
 - MBTA Long-Range Plan
 - MBTA Service Delivery Planning
 - MBTA Fleet Planning
-
- All of this is complemented by the work we do in partnership with the 13 Metropolitan Planning Organizations of the Commonwealth



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Planning Example: Idea Collection for Long-Range Transit Projects

WE ASKED THE QUESTION: WHAT IS A CHALLENGE THE MBTA NEEDS TO ADDRESS IN THE FUTURE?

2



public events

80+



organizations engaged

3



stakeholder workshops

200+



online submissions

100



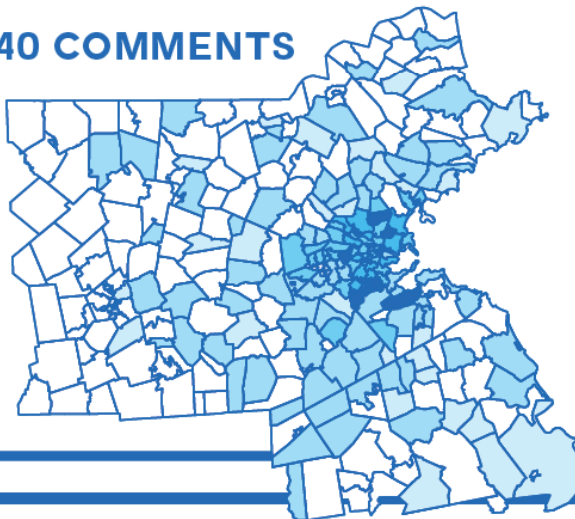
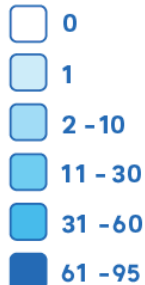
street team hours

WE COLLECTED IDEAS FROM MORE THAN 2,000 PEOPLE

STREET TEAM HOURS

FOCUS40 COMMENTS

RESPONSES



THE FOCUS40 STREET TEAM OUTREACH WAS DESIGNED TO CORRESPOND WITH OVERALL MBTA RIDERSHIP BY MODE.



60 HOURS AT RAPID TRANSIT STATIONS



30 HOURS AT BUS STATIONS



10 HOURS AT COMMUTER RAIL STATIONS



FOCUS40
The 2040 Investment Plan for the MBTA



Planning Example: Developing New Bus Performance Service Standards



Span



Coverage



Reliability



Frequency



Comfort



MBTA Service Delivery Policy:

http://www.mbta.com/about_the_mbta/t_projects/?id=12769

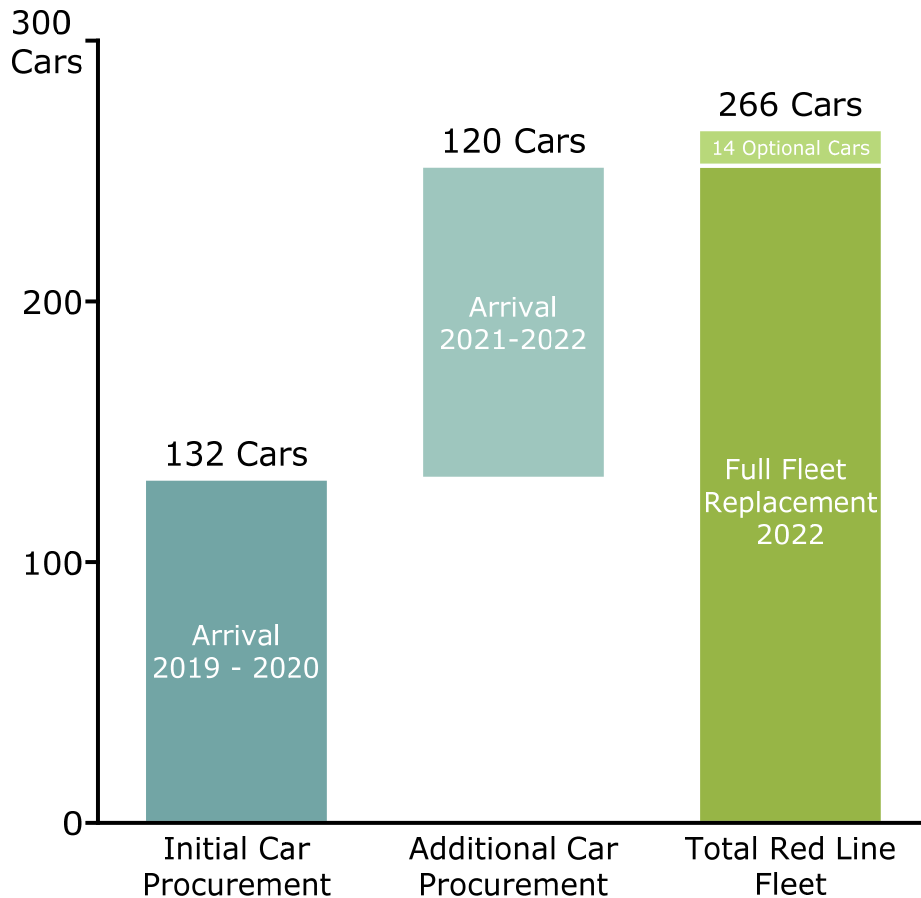


PEOPLE:

Putting Customers First

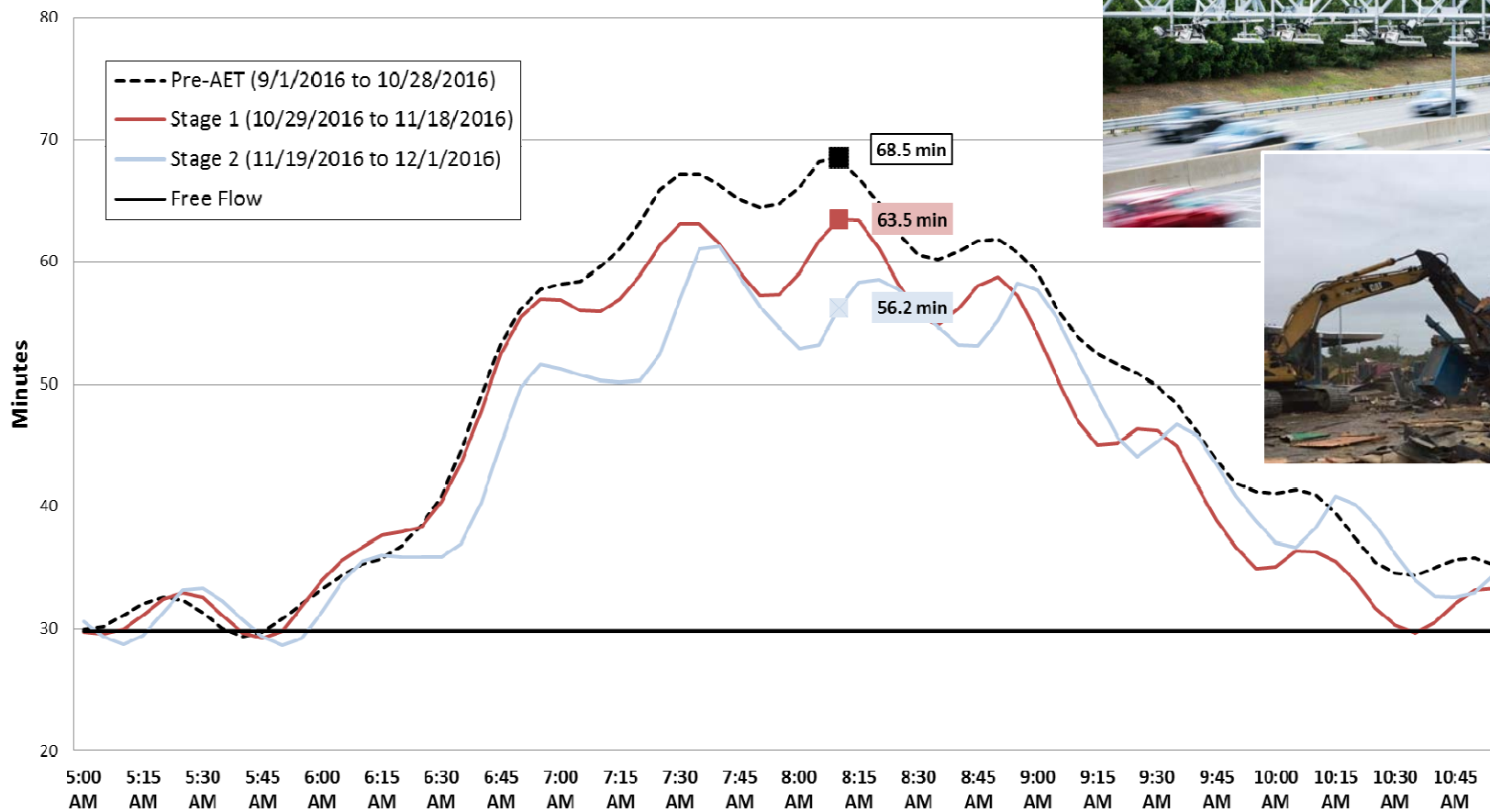
Fleet Planning – Rail

Red Line Fleet CRRC Procurement



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All-Electronic Tolling: Benefits for Travel Times



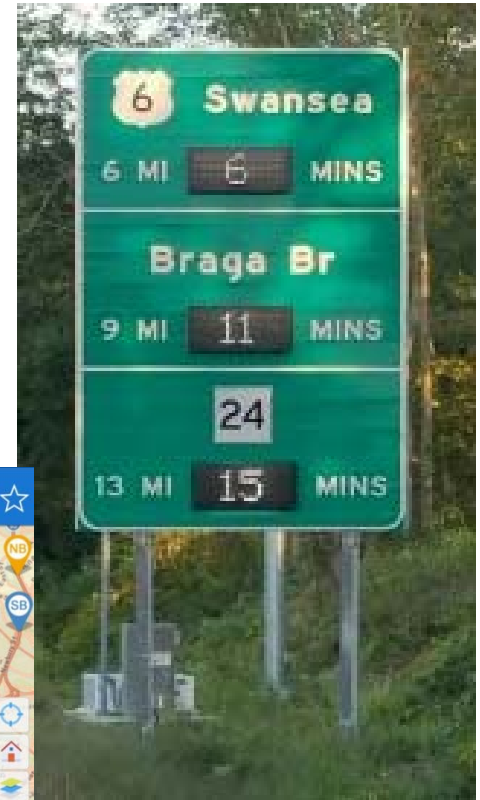
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Go-Time Real-Time Traffic System: More Information to Empower Motorists

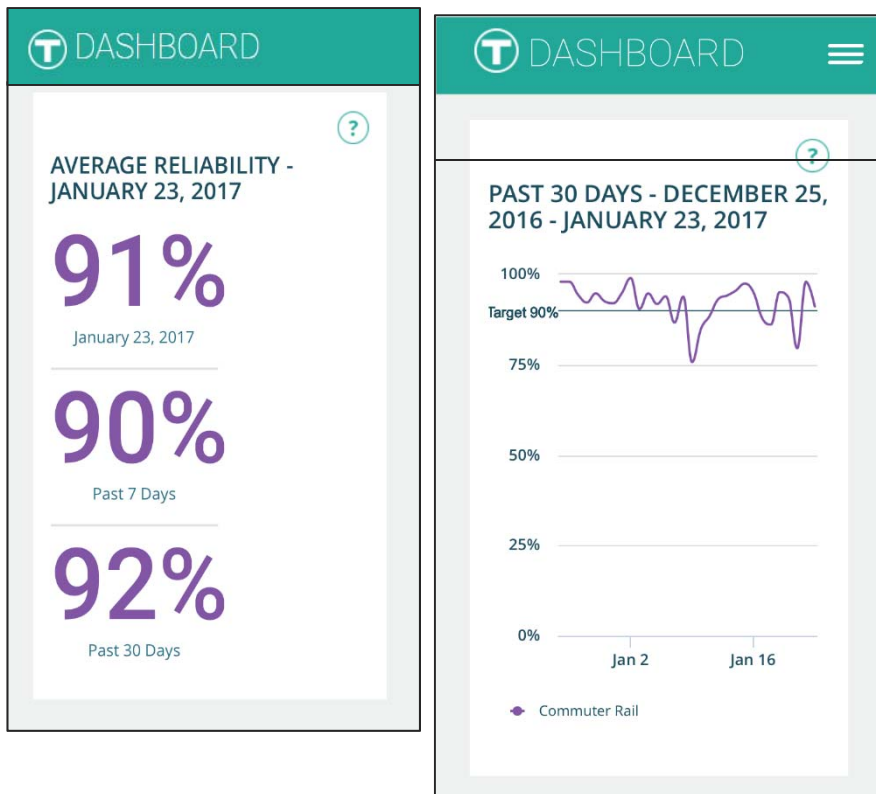
- System will cover more than 700 miles of highway and will have 137 signs displaying travel times to more than 300 destinations
- Currently activated on I-90, I-195, I-95, I-495, I-91, Route 24, Route 3, Route 1, and Route 6
- Also available on iOS and Android mobile apps



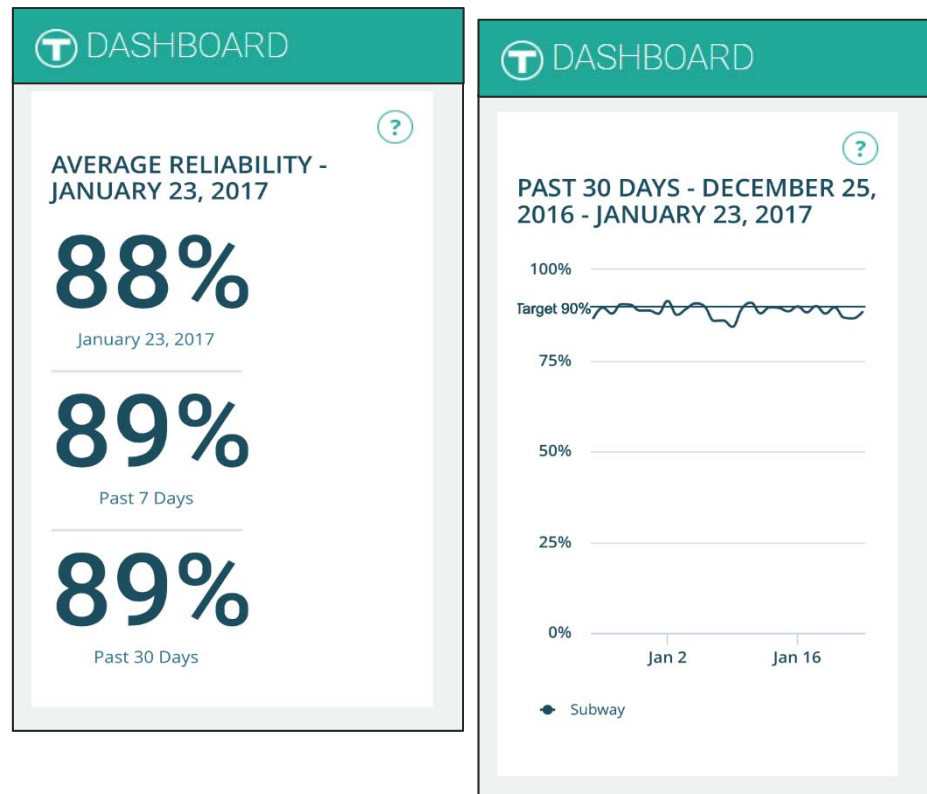
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MBTA Performance Metrics: Customer Information and Agency Accountability

COMMUTER RAIL



SUBWAY



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Source: MBTAbackontrack.com

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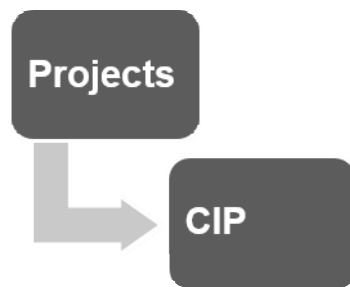


PRIORITIES:

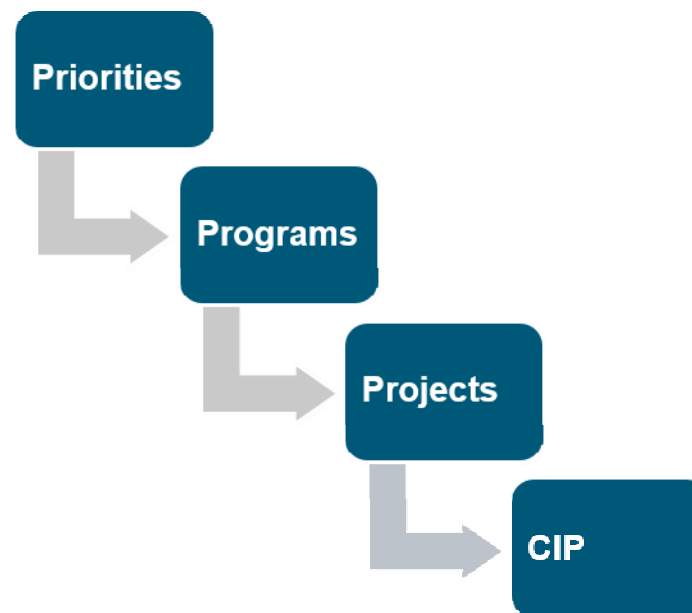
Setting priorities and investing
where we get the highest return
on investment

New Capital Planning Approach

Prior CIP approach



New CIP approach



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Capital Investment Plan Priorities

1 *Reliability*

Maintain and improve the condition and reliability

- ▶ Necessary routine and capital maintenance
- ▶ State of Good Repair projects designed primarily to bring asset condition up to an acceptable level
- ▶ Asset management and system preservation projects

2 *Modernization*

Address safety and accessibility to accommodate growth

- ▶ Compliance with federal mandates or other statutory requirements for safety and/or accessibility improvements
- ▶ Projects that go beyond State of Good Repair and substantially modernize existing assets
- ▶ Projects that provide expanded capacity to accommodate current or anticipated demand on existing systems

3 *Expansion*

Expand diverse transportation options

- ▶ Projects that expand highway, transit and rail networks and/or services
- ▶ Projects that expand bicycle and pedestrian networks to provide more transportation options and address health and sustainability objectives



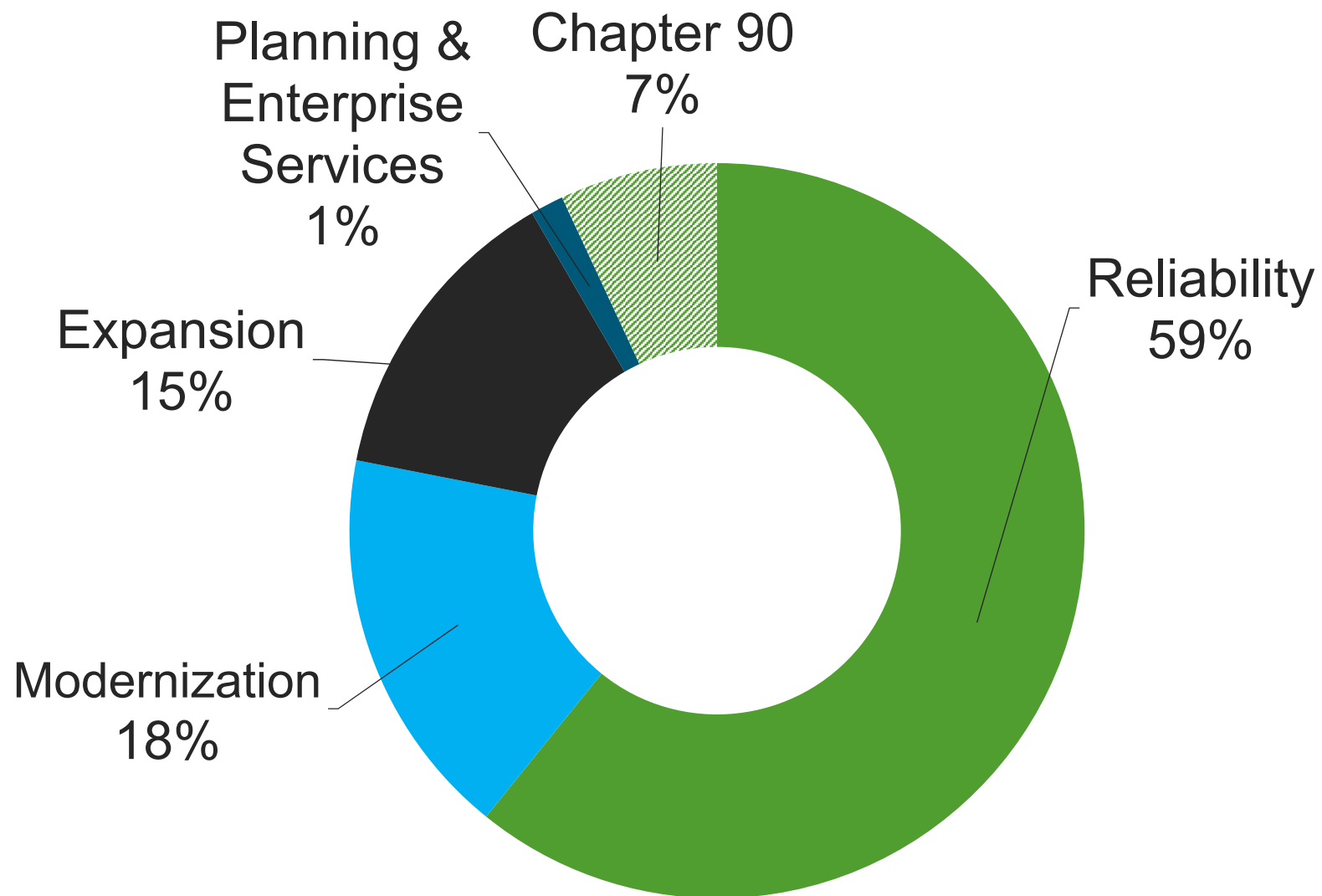
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2017-21 CIP Spending by Priority

\$14.4B Total



PERFORMANCE:

Providing a More Reliable Transportation System

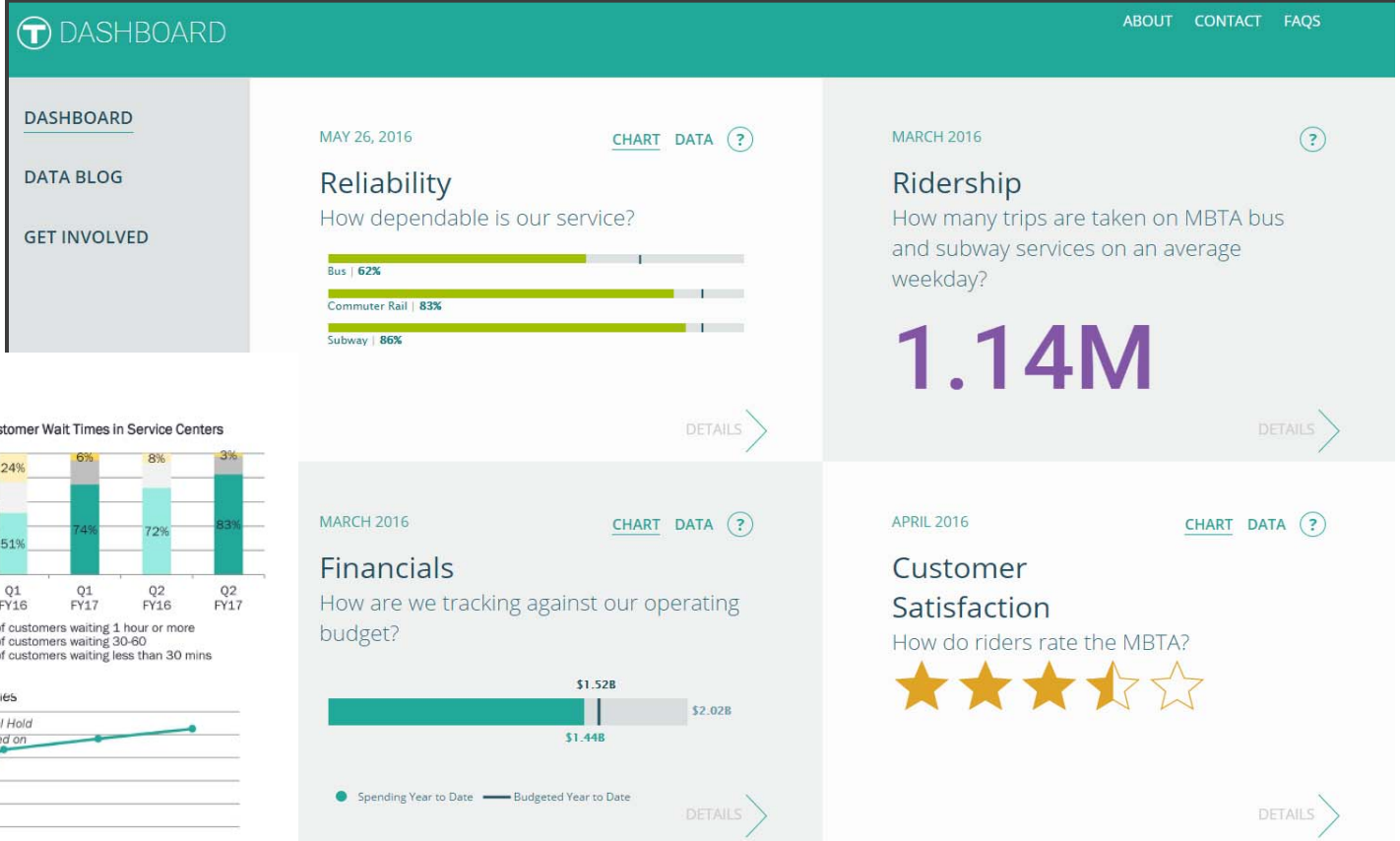
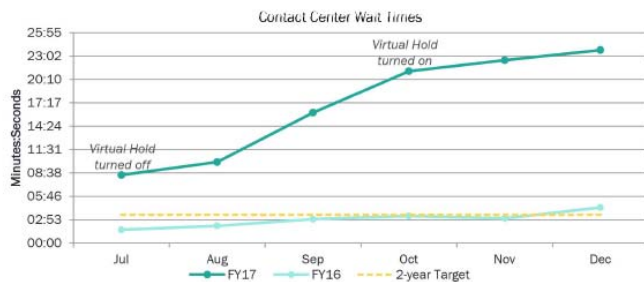
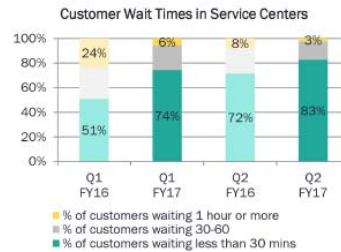
Transparency of Performance Data



Division performance

> RMV performance

The RMV met its 2-year performance targets in Q2 for customer wait times in the Service Centers. It also met its 2-year targets for Q2 for the percentage of system-wide transactions conducted out of Service Centers. All performance measures are currently trending toward the 2-year targets and out-performing last year (compared to Q1 and Q2 of FY16), with the exception of the Contact Center wait time which is trending away from its performance targets. Wait times at the Contact Center were impacted in the first half of the fiscal year by the removal of the Virtual Hold system. The system was turned back on, at the end of October, 2016.

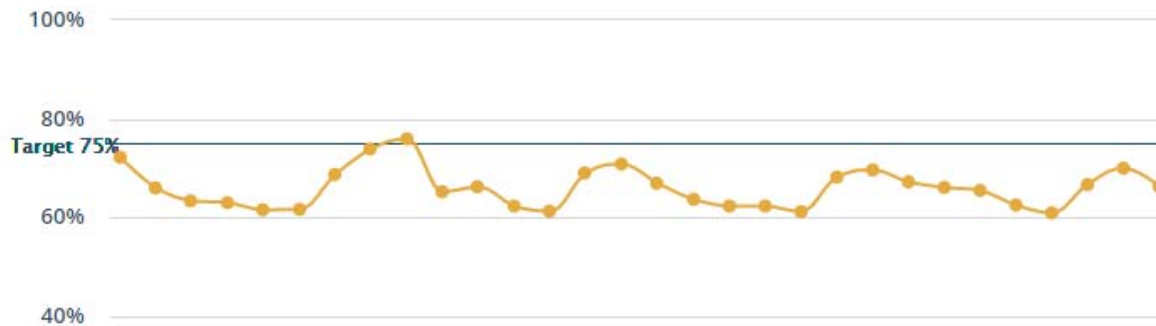


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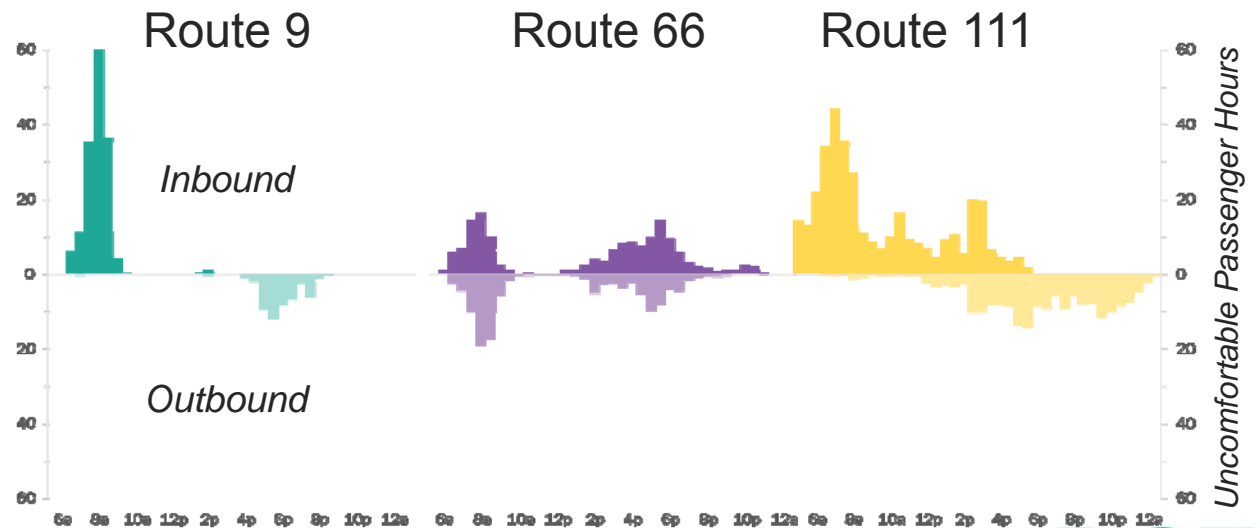
Balancing the Tradeoffs in Bus Service Planning

PAST 30 DAYS - OCTOBER 02 - 31, 2016



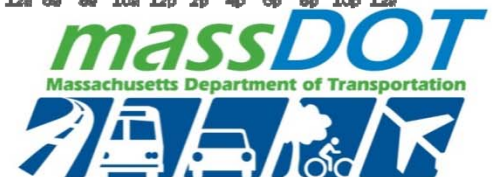
Widespread
unreliability

Acute
Crowding

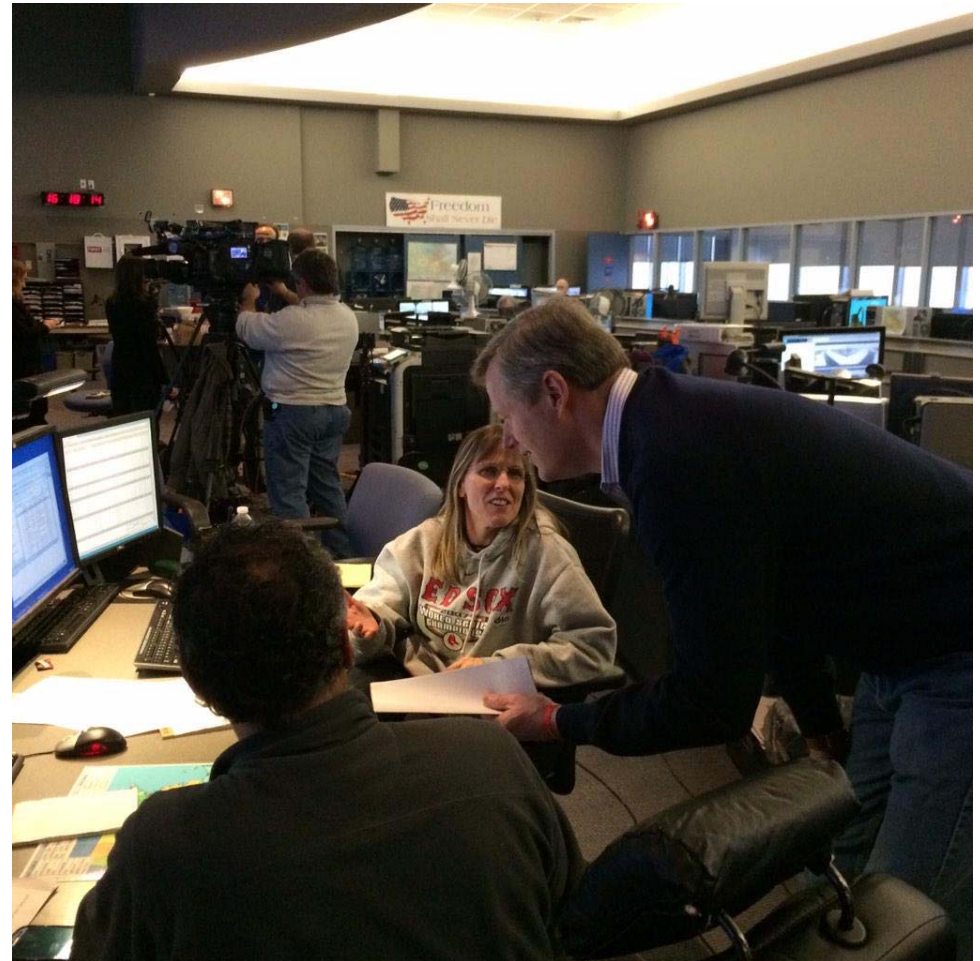


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Winter Preparedness



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Questions?

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