MBTA SCORECARD

January 2011

MESSAGE FROM THE GENERAL MANAGER

Welcome to the MBTA ScoreCard. The ScoreCard is designed to give you the information you need to measure how well the MBTA is serving you.

At the MBTA, we work constantly to improve our service for you, our customers. With this ScoreCard we publish the same performance metrics that we use internally to measure how well we are doing. Are we meeting our service quality goals? The Scorecard tells you the answer and tells us where we need to work harder.

The ScoreCard reports on the following key areas:

- **Ridership:** How many people ride the MBTA's subway, bus, commuter rail, boat, and paratransit services every day?
- **On-Time Performance:** Are we on time? How does the MBTA measure on time performance?
- **Infrastructure:** Track requires constant maintenance to provide subway service that is safe and runs on time. How do we measure the quality of our track maintenance?
- **Dropped Trips:** The MBTA schedules seventeen thousand bus and subway trips per day. Do we run all of those trips? Why would we miss a trip? What percentage of the scheduled trips actually runs on my bus route or subway line?
- **Vehicle Reliability:** How often do the MBTA's buses and trains break down in service? Does the MBTA have enough vehicles ready to run its service every day?
- **Safety:** How many accidents and incidents do we have? How do they break down by type of service?
- **Elevators and escalators:** How reliable are the MBTA's elevators and escalators?
- **Customer feedback:** How many complaints does the MBTA receive? What services are customers complaining about, and what types of complaints do they have?

This report is for you; and, as always, your feedback is very important to us. Do you like the changes? How can we make it better? Please email us with comments and suggestions at scorecard@mbta.com. Thank you for taking the time to read the ScoreCard, and we look forward to providing more information on our performance in the future.

Richard A. Davey
General Manager

ABOUT THE MEASUREMENTS

Vehicle availability (Subway, Bus, Commuter Rail)

Vehicle availability measures whether there are enough vehicles available to run all the service that is scheduled each day. A vehicle might not be available if it has a mechanical problem or if it is undergoing routine maintenance. Vehicle maintenance works to have enough buses and trains available each day. The number of vehicles required for service varies seasonally and over time as schedules change.

Mean Miles Between Failures (Subway, Bus, Commuter Rail)

Mean Miles Between Failures (MMBF) measures vehicle reliability. It is the average number of miles a vehicle travels between breakdowns. If one vehicle travels 5,000 miles in a month, and breaks down twice during that time, that vehicle has an MMBF of 2,500. Values can fluctuate greatly from month to month if the total number of failures is already small. High MMBF is achieved through ongoing vehicle maintenance, which includes everything from oil changes to major midlife overhauls, and by periodically buying new vehicles to replace old ones as they reach the end of their useful life.

Speed Restrictions (Subway)

Speed restrictions measure the amount of slowdown caused by track conditions. If a section of track falls below standards in some way, such as if the rail is worn down, a speed restriction is put in place to ensure safe operation. Trains operate at a reduced speed when traveling that section of track until the issue is addressed. If the impact on the Orange Line for a month is three minutes, that means that speed restrictions add three minutes to the fastest possible round trip. Trains don't actually operate at the maximum speed allowed by track conditions at all times (they slow down to a stop to pick up passengers, for instance) so the actual impact on travel time may be less than the theoretical impact that's shown.

Percent of Scheduled Service Operated (Subway, Bus)

Percent of Scheduled Service Operated shows the percentage of scheduled trips that the MBTA operated. The MBTA strives to come as close as possible to operating every scheduled trip on every day. That requires having enough operators, well-maintained vehicles and track, and good schedules; and also keeping a certain number of extra operators and vehicles on standby to fill in if there's a problem. If a trip is nonetheless "dropped" on a frequent bus route or a subway line the MBTA will spread out other trips on the route to try to fill the gap as much as possible. If there's no way to avoid missing a trip on an infrequent bus route the MBTA will notify as many customers as it can via T-Alerts, mbta.com, and the customer support hotline.

On the subway system the trains on standby are sometimes used to run extra trips, so more trips may be operated than scheduled.

On-Time Performance (Subway, Commuter Rail)

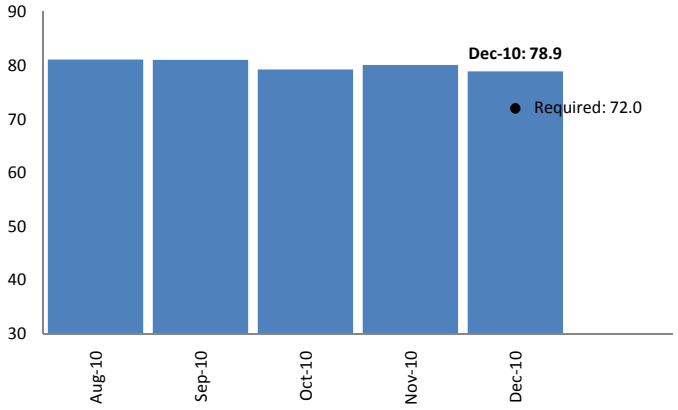
O*n-time performance* (OTP) shows how well our service follows our schedules. For each type of service we measure on-time performance differently to reflect the way the customer experiences it.

Subway customers walk to the subway platform at any time and wait for the next train, expecting the trains to run frequently. So the subway OTP standard compares the scheduled frequency of service to the actual frequency. Trains must leave the first station within 150% of the scheduled interval between them. If a Blue Line train is scheduled to leave Wonderland four minutes after the previous train was scheduled to leave, and it leaves more than six minutes after the previous train left, then the train is late.

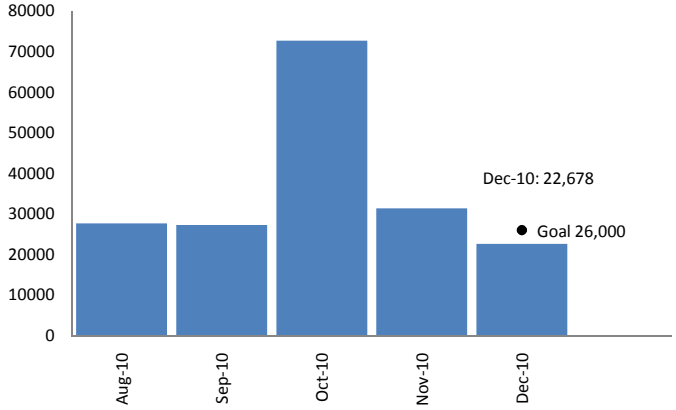
Commuter Rail customers use a published schedule of trip times. A Commuter Rail train is considered "on time" if it arrives four minutes or less after the scheduled time. The MBTA also tracks how many trips are less than 10 minutes late, which includes trips that are not "on time" but are still relatively close to schedule.

THE BLUE LINE

Avg. Daily Vehicle Availability

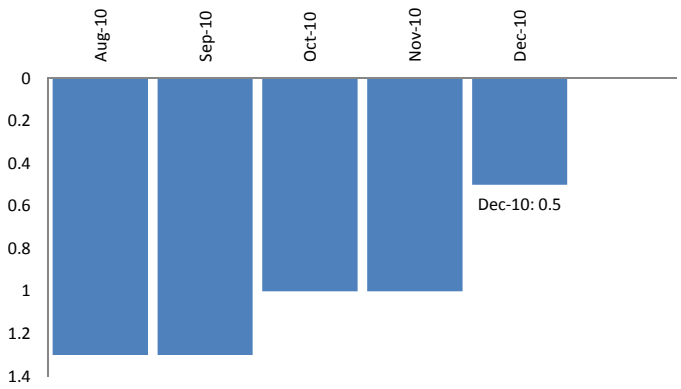


Mean Miles Between Failures

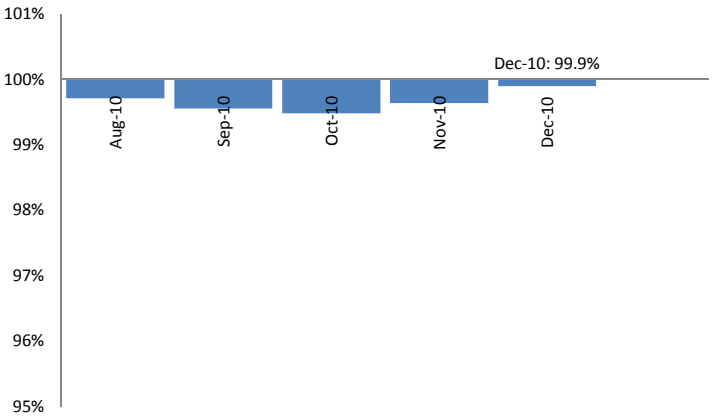


Speed Restrictions

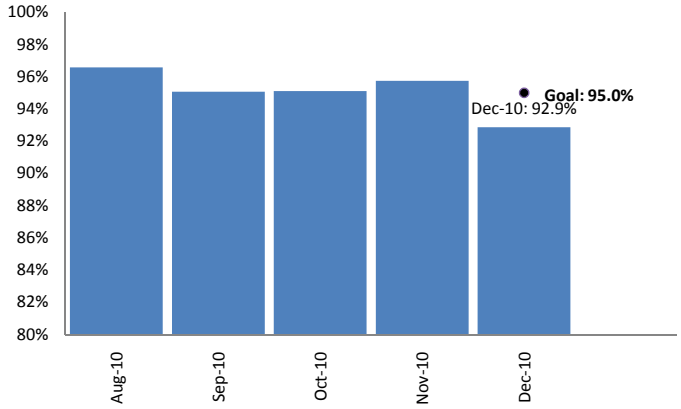
Travel time impact, in minutes



Percent of Scheduled Service Operated

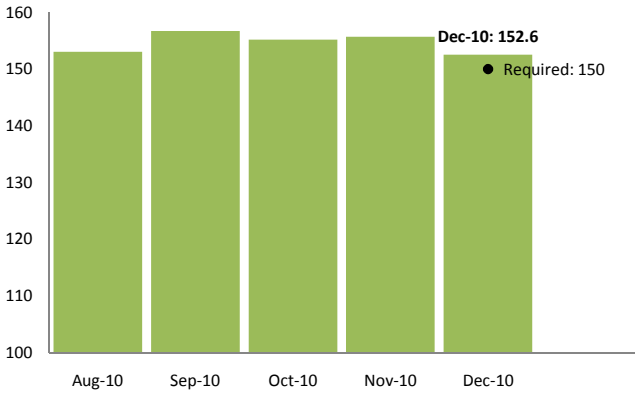


On-Time Performance

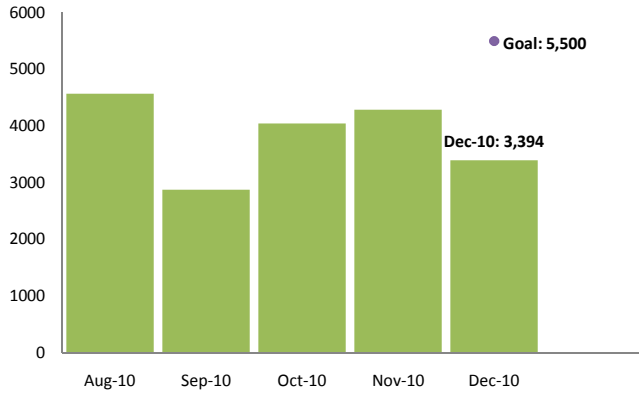


THE GREEN LINE

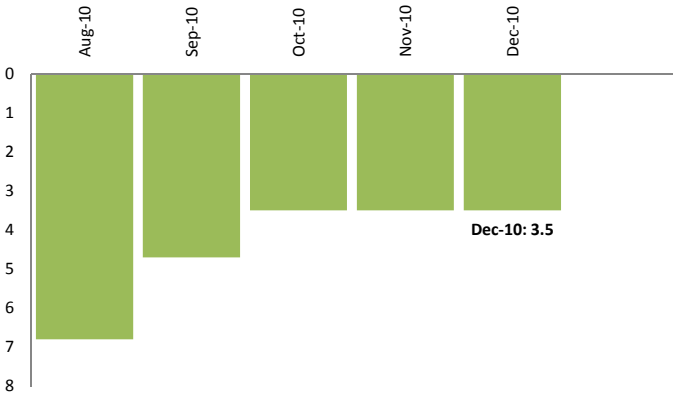
Avg. Daily Vehicle Availability



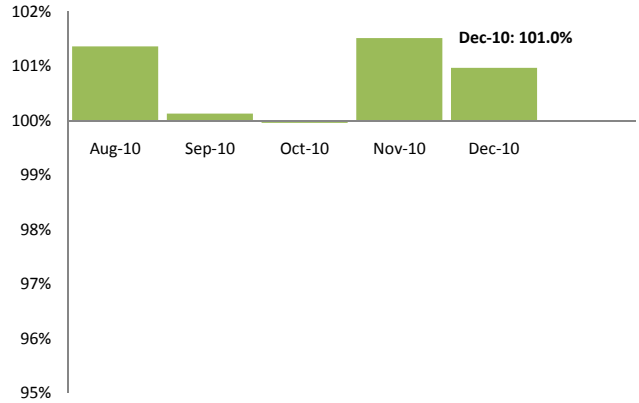
Mean Mile Between Failures



Speed Restrictions



Percent of Scheduled Svc. Operated



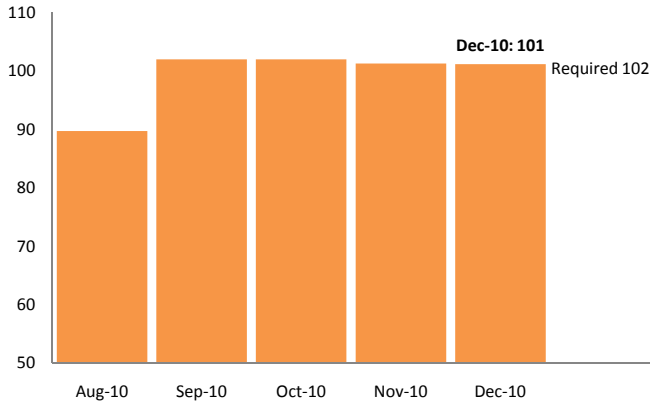
On-Time Performance

As a Light Rail Line, the Green Line uses a different train tracking technology than the MBTA's Heavy Rail Lines. This technology does not facilitate monthly on-time performance reporting. Instead it is done periodically. However, the Authority closely tracks other performance indicators to ensure we are providing optimal Green Line service.

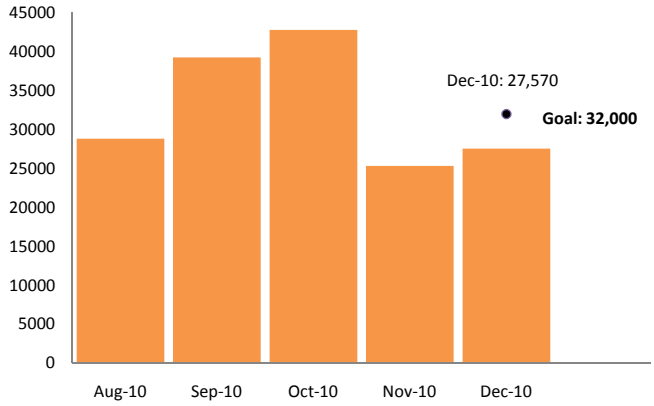
When Green Line OTP was evaluated for the 2008 Service Plan all four branches of the Green Line passed the Light Rail headway standard (which requiress 85% of trips to start within 150% of the scheduled interval). The Green Line did not pass an additional standard that requires 95% of intervals in the central subway to be 3 minutes or less. We implemented a number of schedule changes in the Service Plan to improve performance.

THE ORANGE LINE

Avg. Daily Vehicle Availability

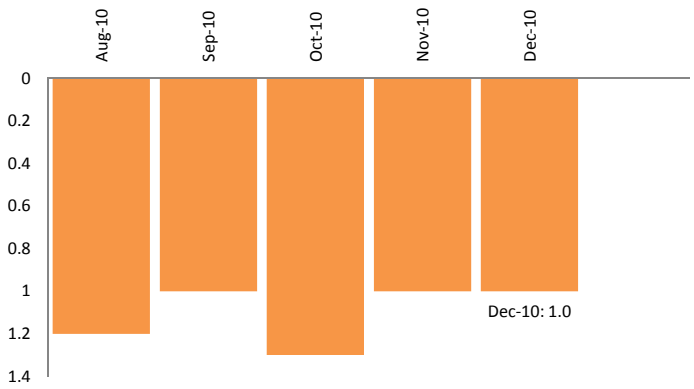


Mean Miles Between Failures

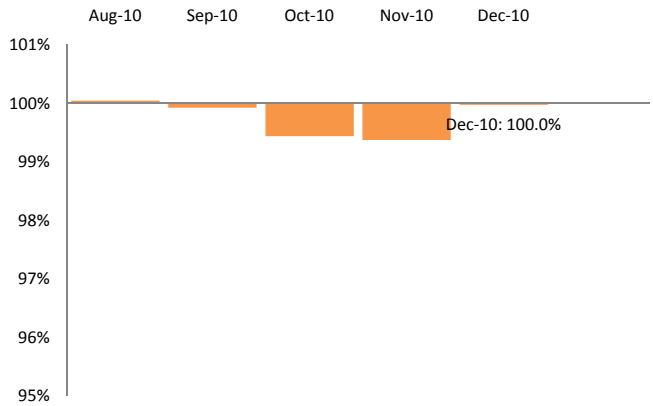


Speed Restrictions

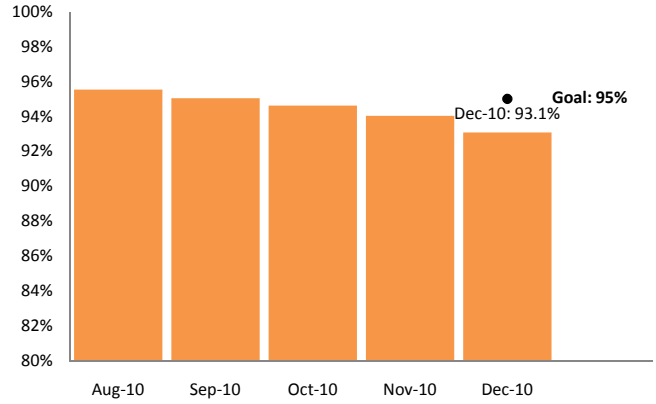
Travel time impact, in minutes



Percent of Scheduled Service Operated

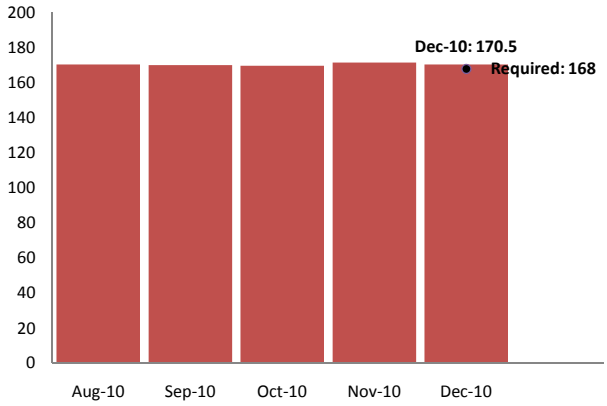


On-Time Performance

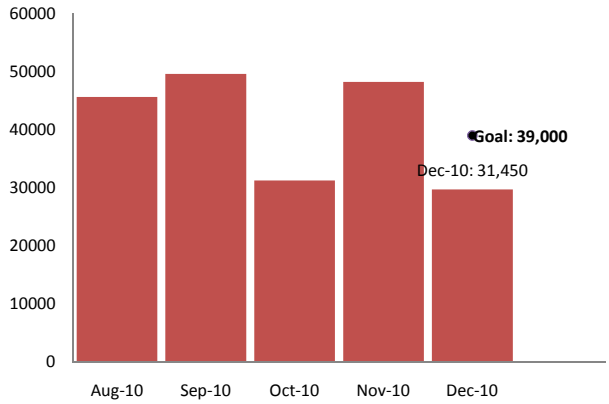


THE RED LINE

Avg. Daily Vehicle Availability

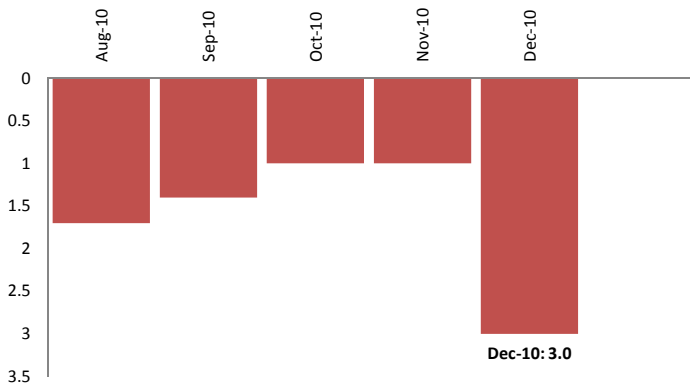


Mean Miles Between Failures

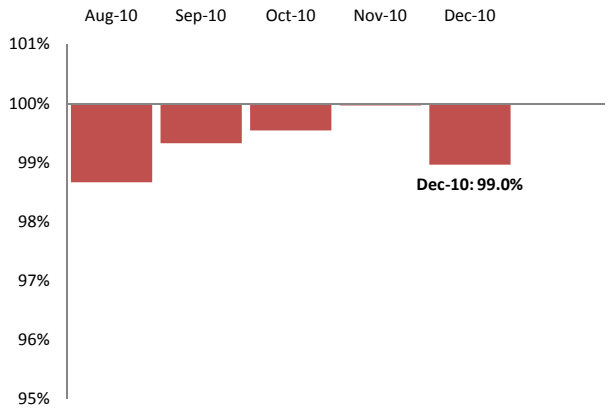


Speed Restrictions

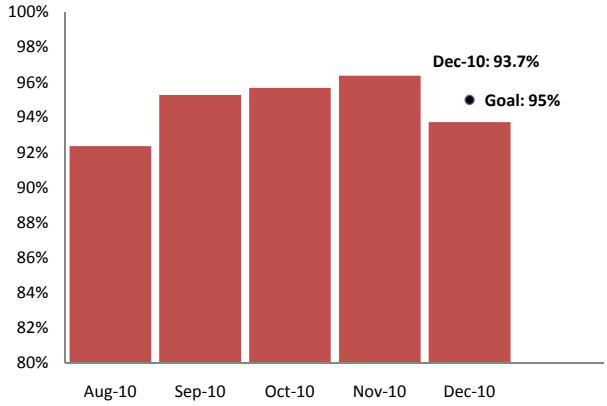
Travel time impact, in minutes



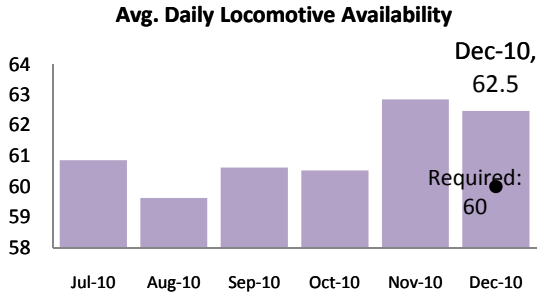
Percent of Scheduled Service Operated

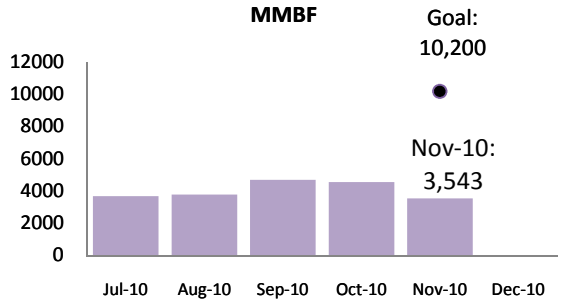


On-Time Performance

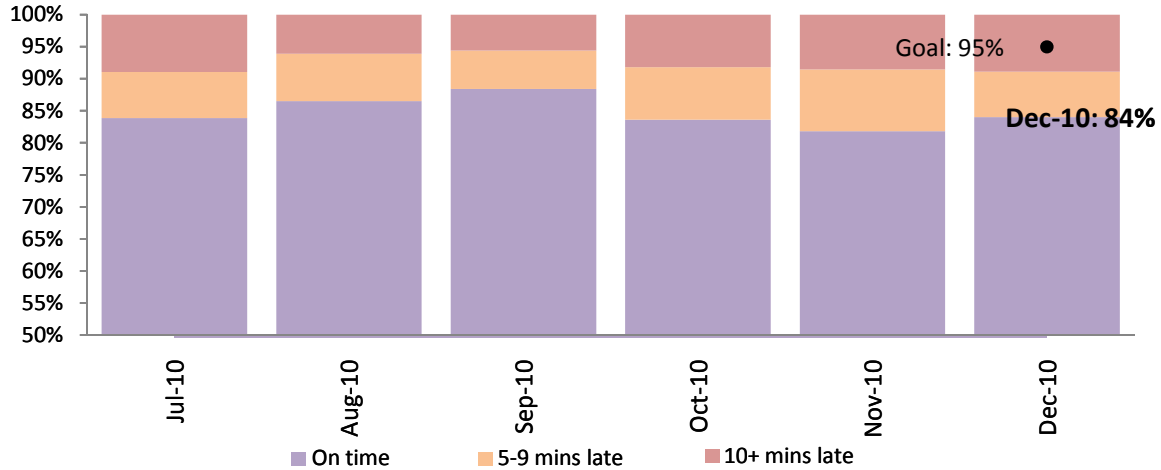


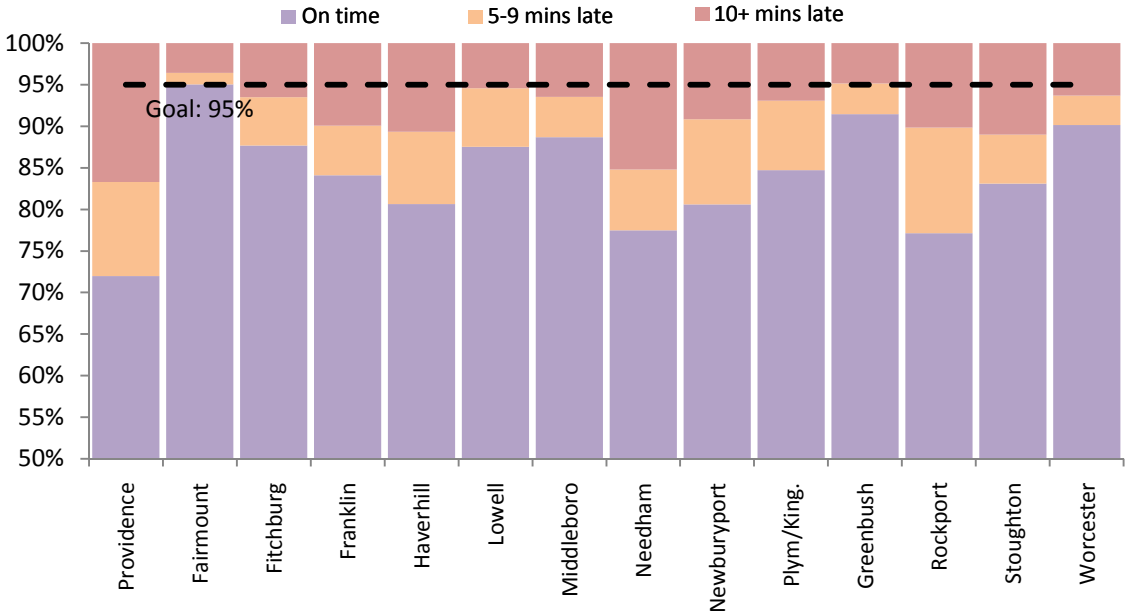
COMMUTER RAIL





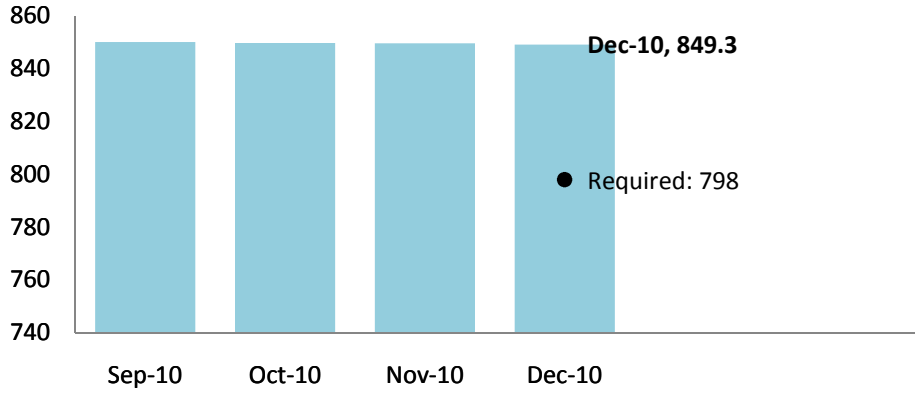
On-Time Performance



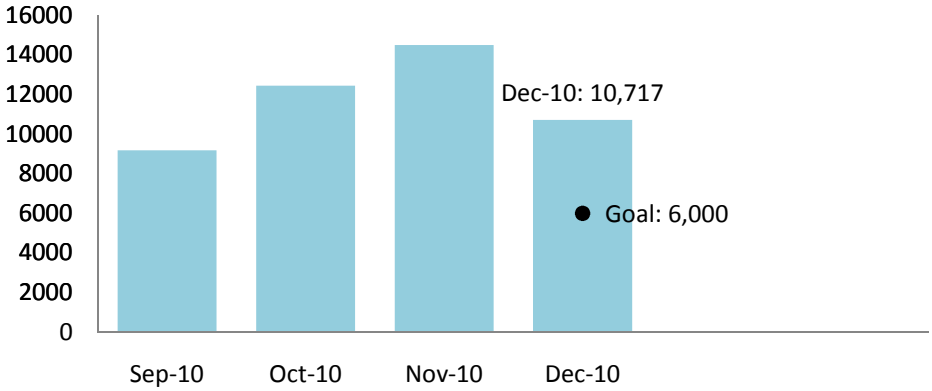


BUS

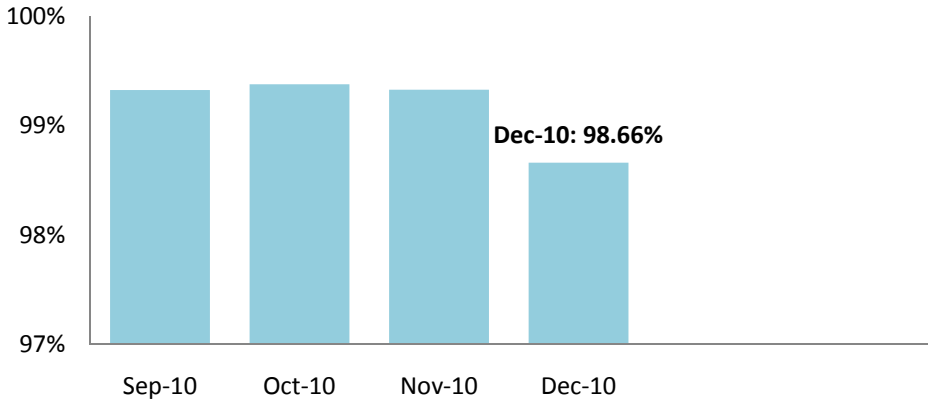
Avg. Daily Vehicle Availability



MMBF

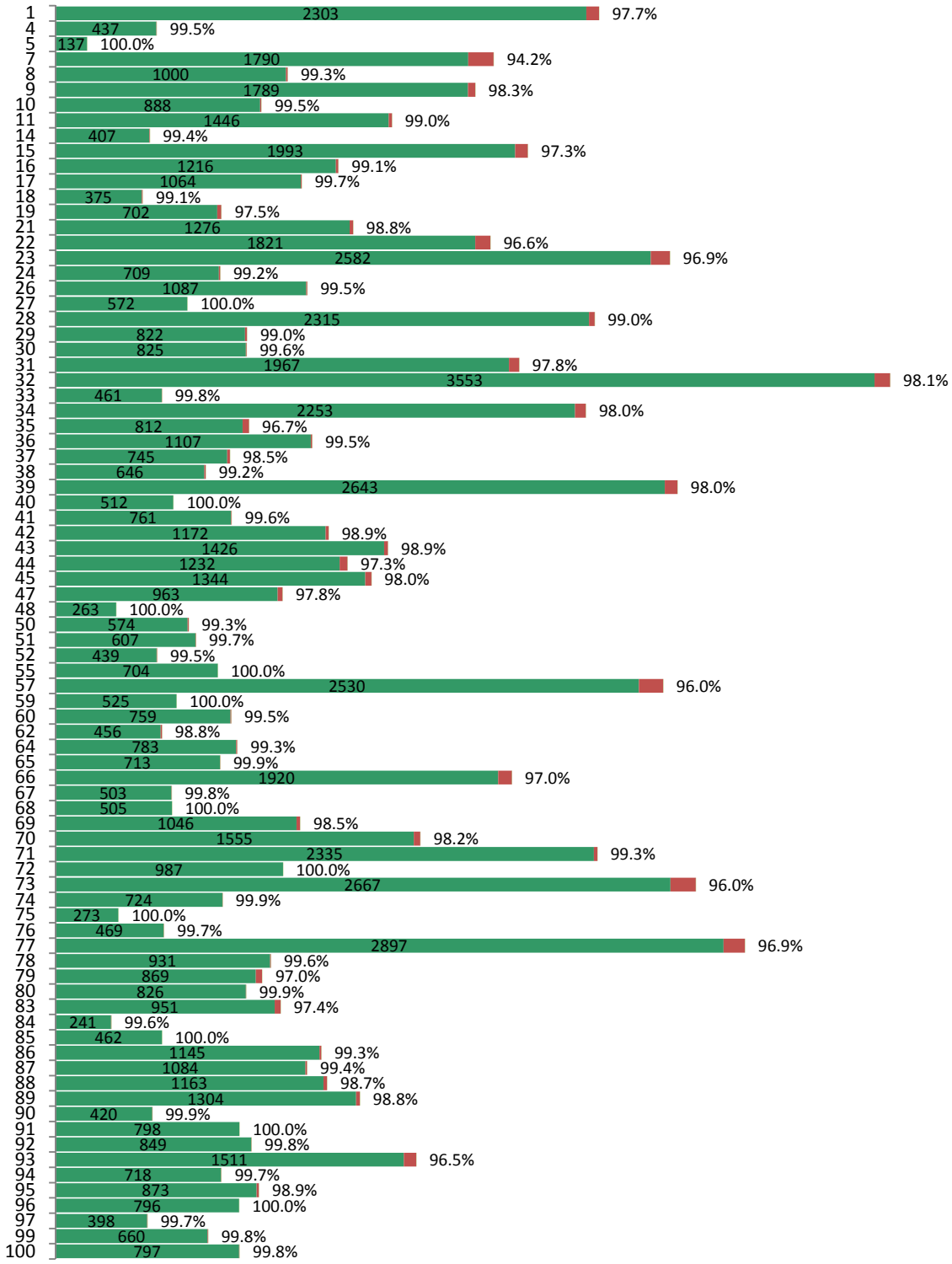


Percent of Scheduled Service Operated



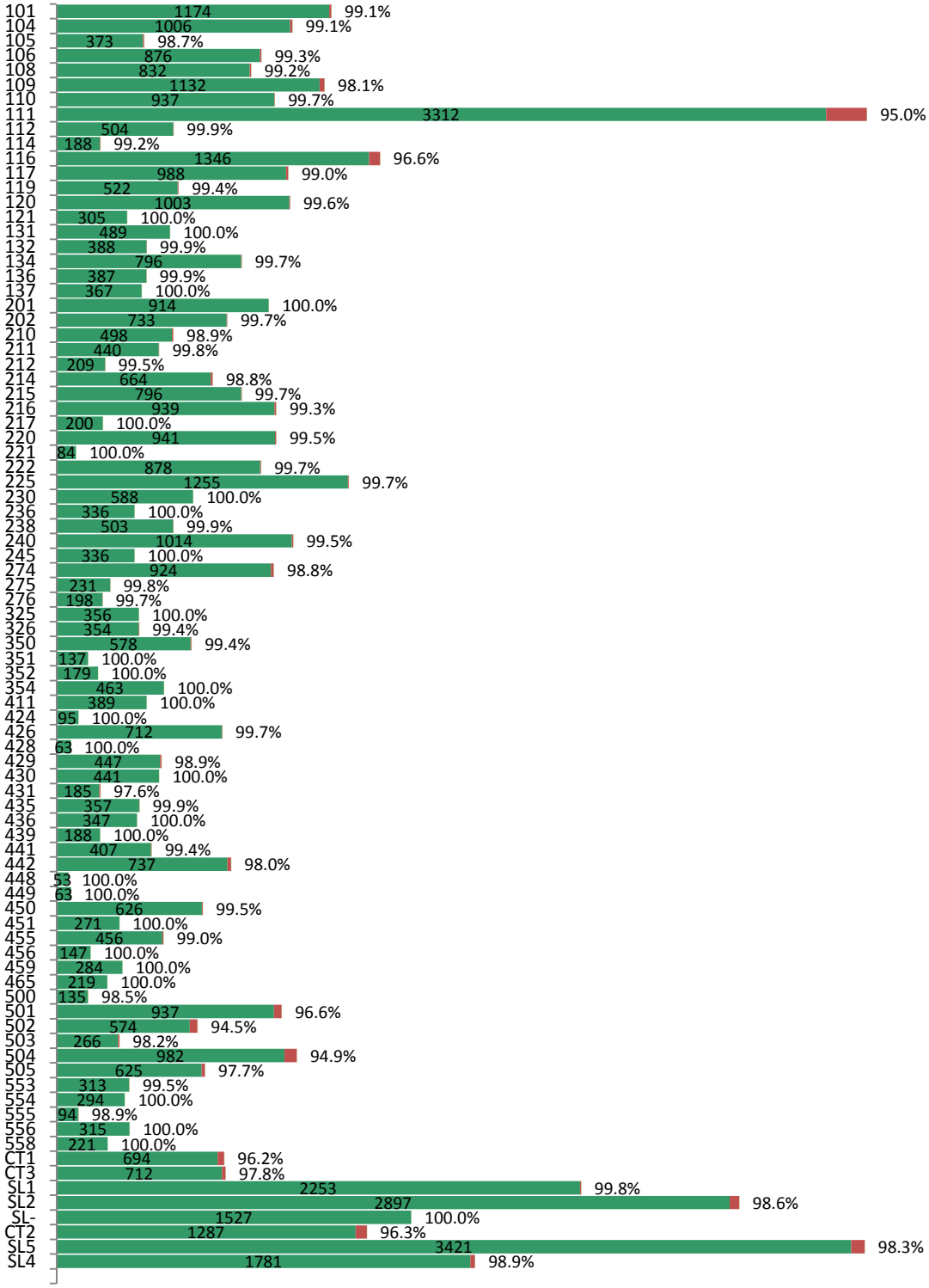
BUS

Trips Operated and Dropped Last Month, by Route

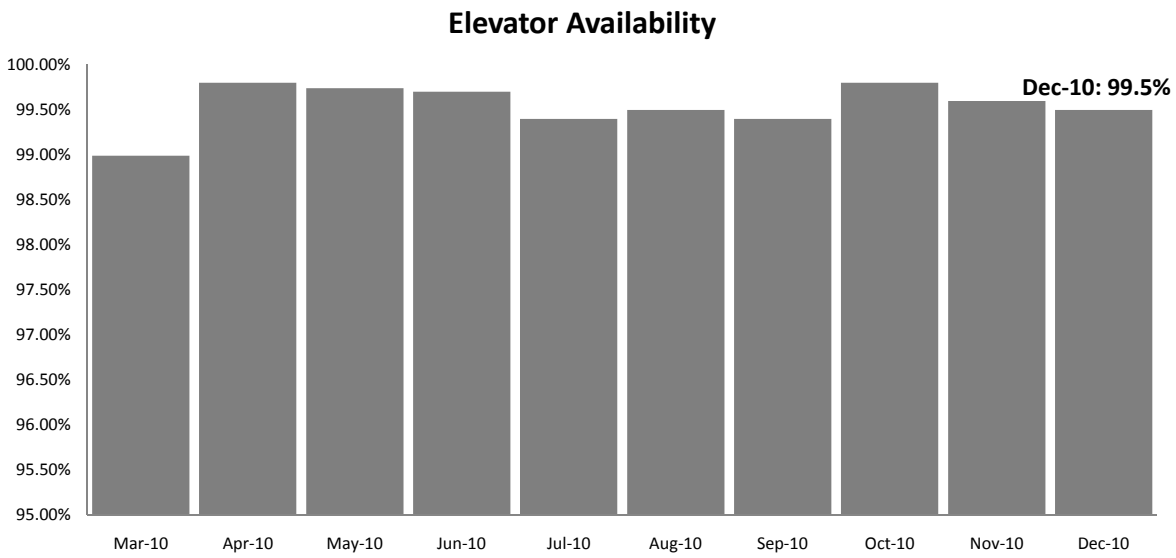


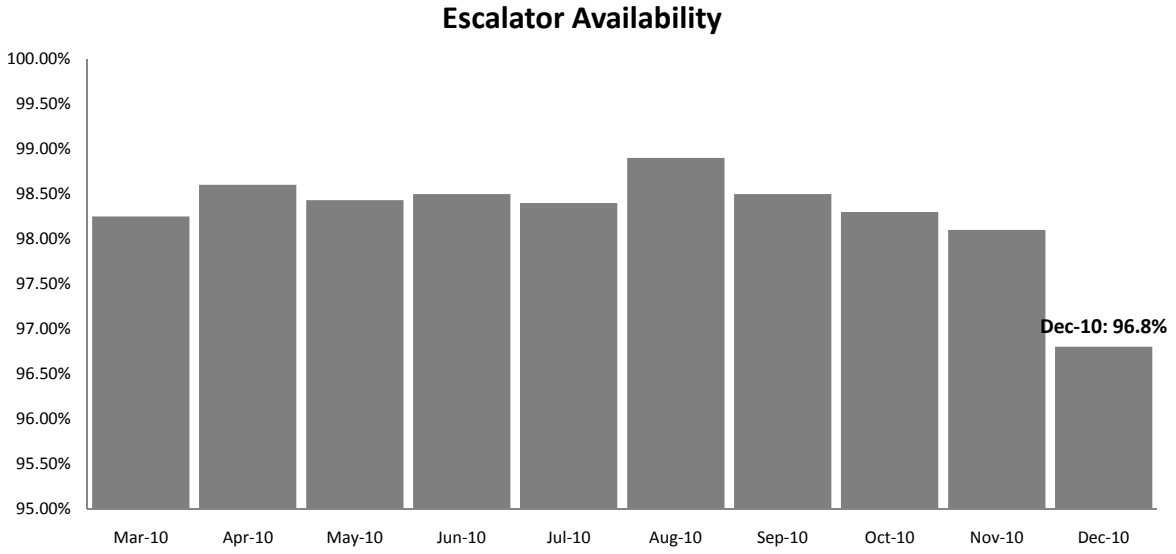
BUS

Trips Operated and Dropped Last Month, by Route



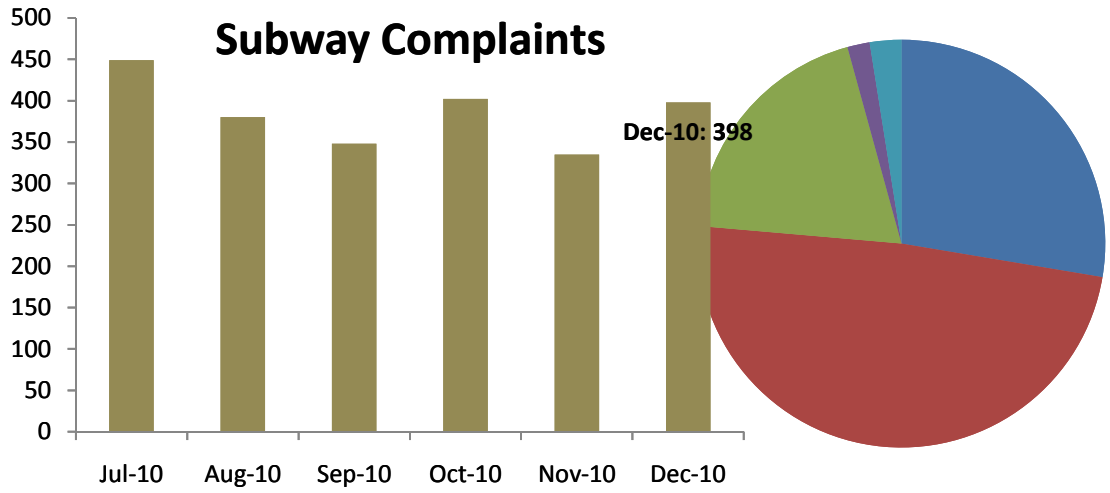
ELEVATORS AND ESCALATORS

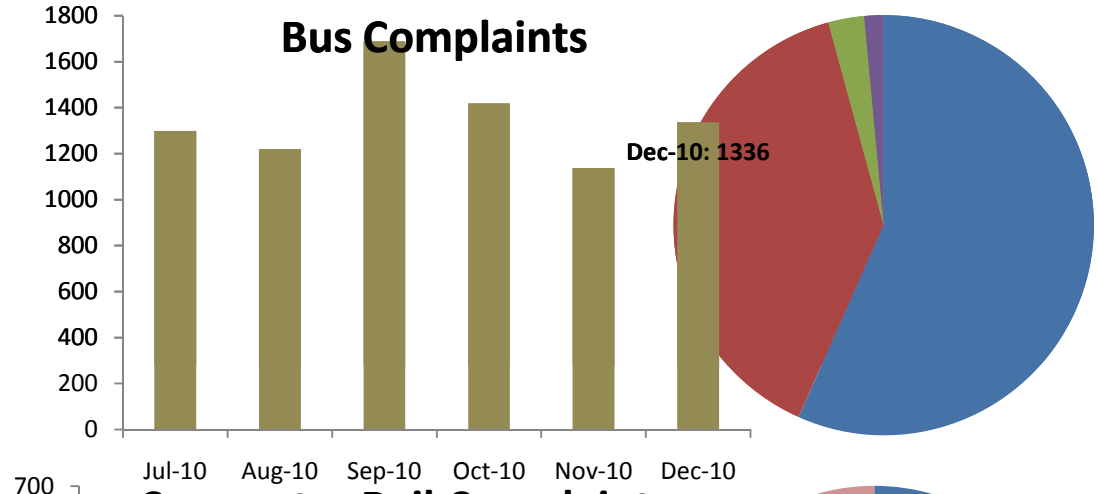


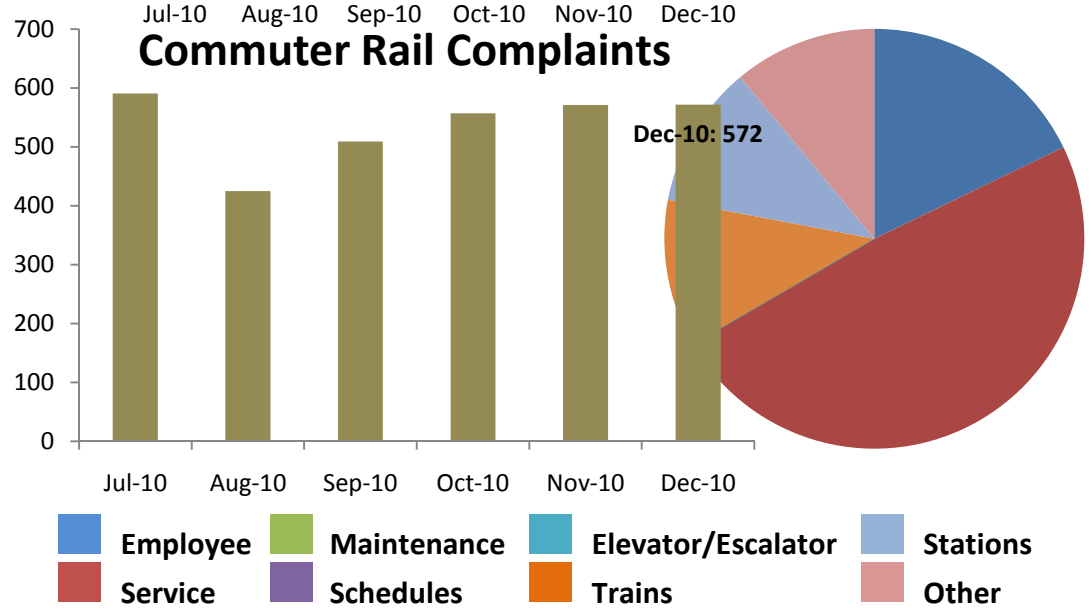


This page shows the average percentage of time that all elevators and escalators in the system are "available."
An elevator or escalator is "unavailable" if it is out of order or if it has been deactivated for scheduled maintenance.

CUSTOMER FEEDBACK







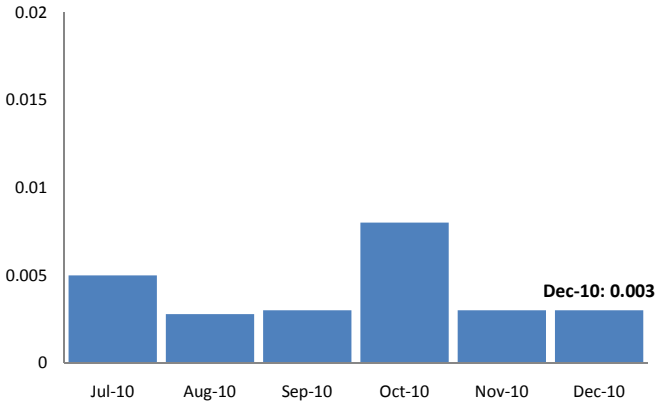
Pie charts show composition of complaints in the most recent month.
Not all Commuter Rail categories match bus and subway categories.

SAFETY

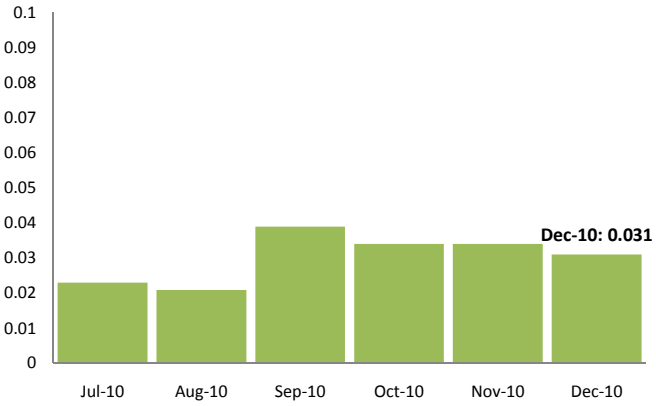
Accidents / Incidents per 1,000 Vehicle-Miles Traveled

As defined in the Federal Transit Administration's National Transit Database

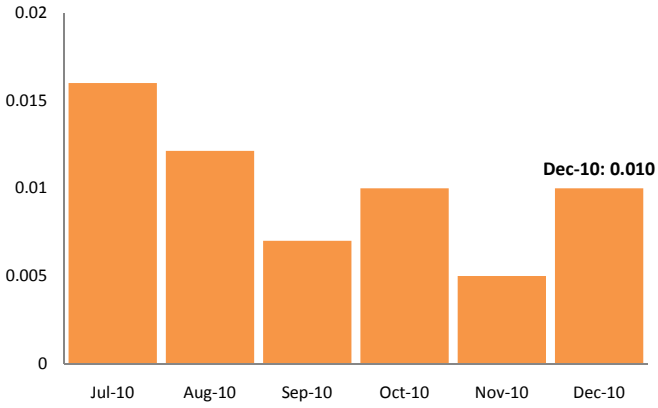
Blue Line



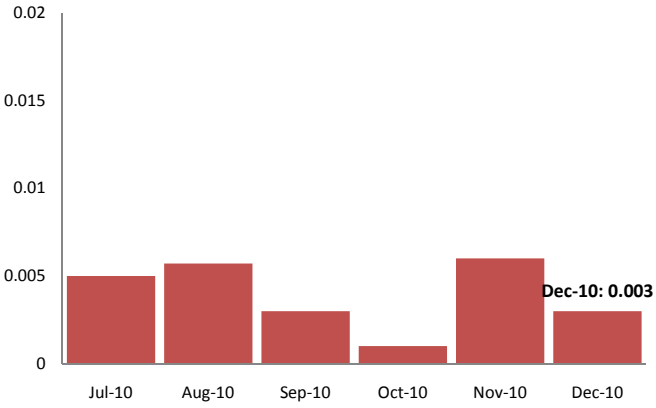
Green Line



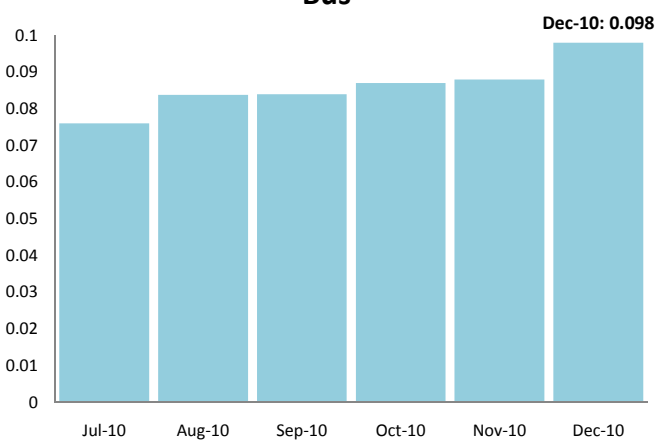
Orange Line



Red Line

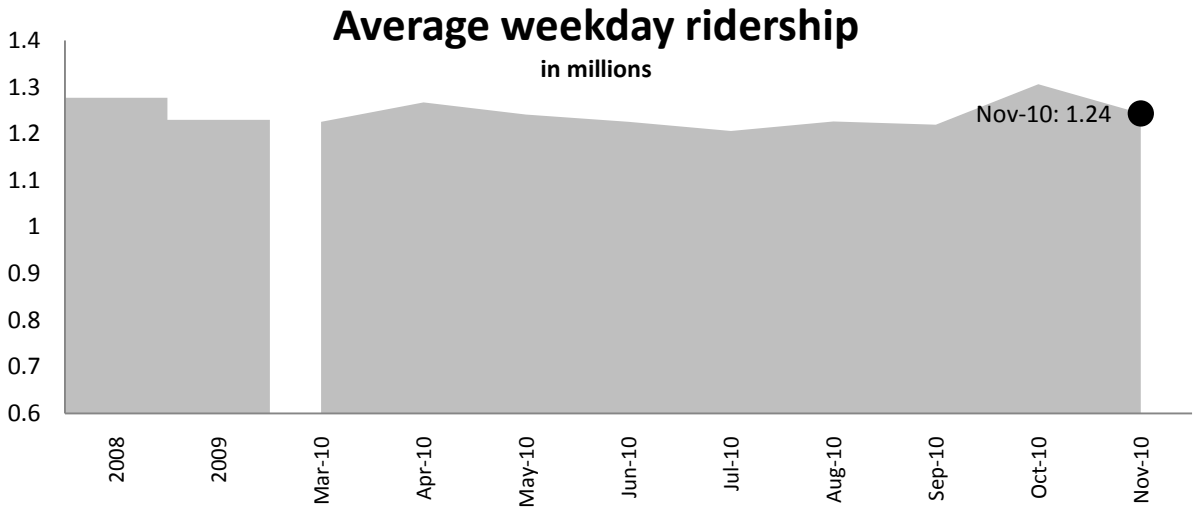


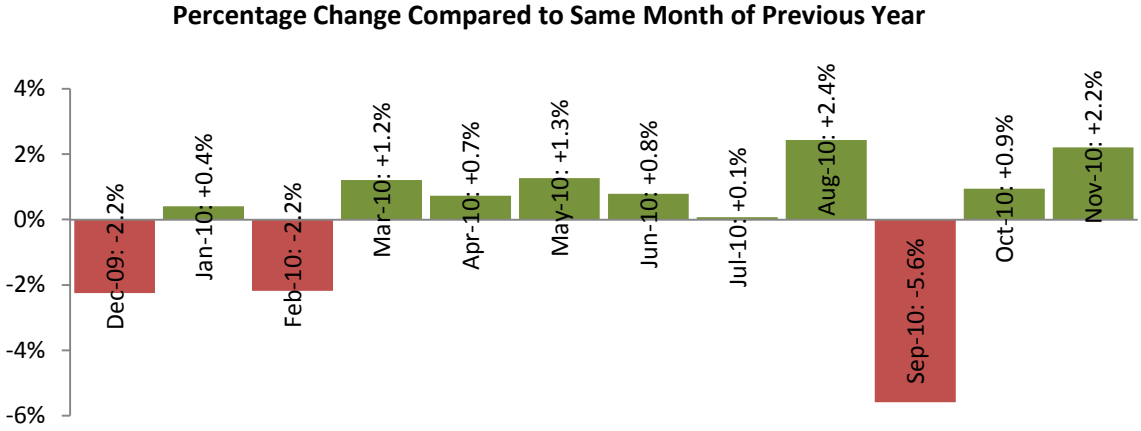
Bus

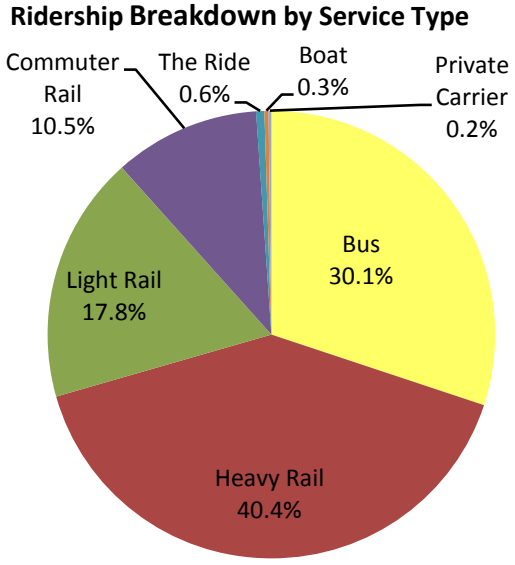


Accidents / Incidents are tracked "per 1,000 vehicle-miles traveled" (or per 100,000 passenger-miles traveled) to allow longer / more frequent lines to be compared fairly against shorter / less frequent lines.

RIDERSHIP







Ridership is the measure of how many trips customers take on the MBTA. Specifically it counts "unlinked trips." (A customer who transferred from a bus to the subway would count as two unlinked trips, one on bus and one on subway.) Increasing ridership is always a goal at the MBTA.

Bus and subway counts are from the fare collection equipment and are adjusted to account for those who ride without interacting with it (such as young children.) Commuter rail and boat counts are collected by the conductor or captain.

Currently a month's ridership data is not immediately available by the end of that month, although making the data available immediately is a goal for the future.