



Commuter Rail Schedules Initiative

Public Comment Summary

PROCESS OVERVIEW

Schedule Adjustment Process:

- Identify Key Concerns
- Identify Key Positive Comments
- Identify Equipment, Infrastructure, and Logistical Constraints
- Make Changes where Feasible and Public Sentiment was Clear

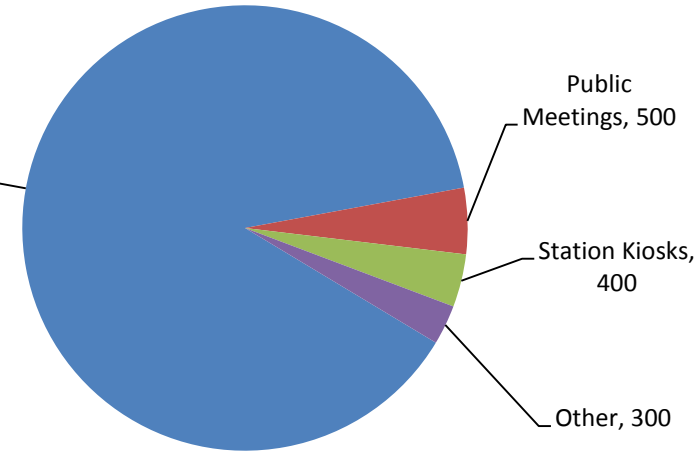


PUBLIC COMMENT OVERVIEW

Public Comment Period: **January-February 2016**

- MBTA Web Survey and Email – 9,219
- Public Meetings – 500
- Station Kiosks – 300
- Other, including letters, phone calls, petitions – 500

MBTA Web
Survey and
Email, 9219



PUBLIC COMMENT OVERVIEW

Web Survey Questions Asked:

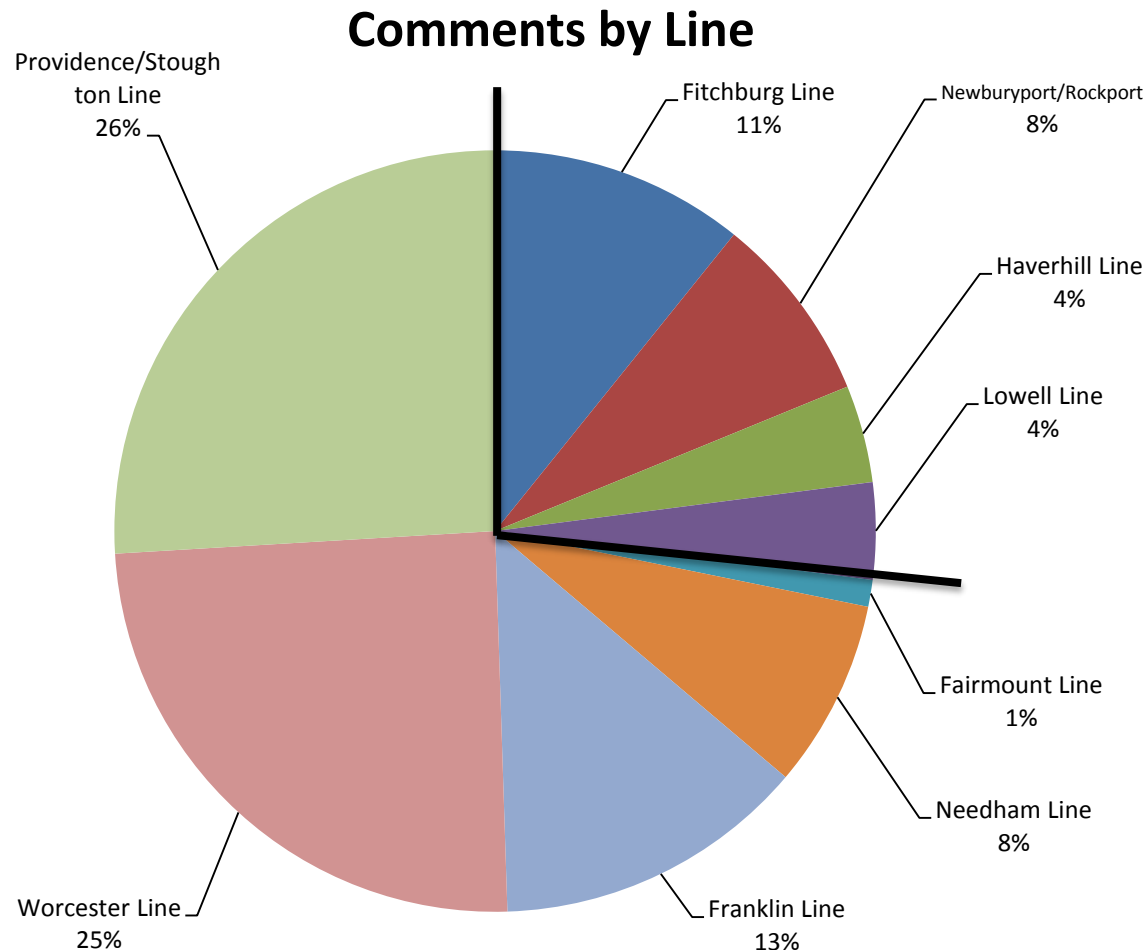
- Rider Origin and Destination Stations
- Inbound and Outbound Train Numbers and Times
- If the new service was “More” “Less” or “Similarly” convenient.
- Space for Written Comments

The survey provided riders a comparison between Existing and Proposed Schedules



PUBLIC COMMENT OVERVIEW

- **9,219 Specific Comments Recorded**
(5,073 Distinct Responders)
- Most responses:
Providence/Stoughton Line
2,392 comments.
- Fewest responses:
Fairmount Line
105 comments.
- 4,452 (48.3%) Comments Expressing Satisfaction
- 4,767 (51.7%) Comments Expressing Dissatisfaction



NORTHSIDE: FALL ROLLOUT

Initial Rollout in **November 2015**

Comments were addressed prior to
Winter 2016 Public Comment Period

Actionable Comments:

- Shoulder peak service (arrivals from 9-10 AM) instituted on all lines
- Haverhill Line – Wakefield Express service restored in PM peak
- Lowell Line – AM Inner core service reinstated over express service
- Fitchburg Line – PM peak stops added at Lincoln, West Concord, and Concord



NORTHSIDE: SPRING ROLLOUT

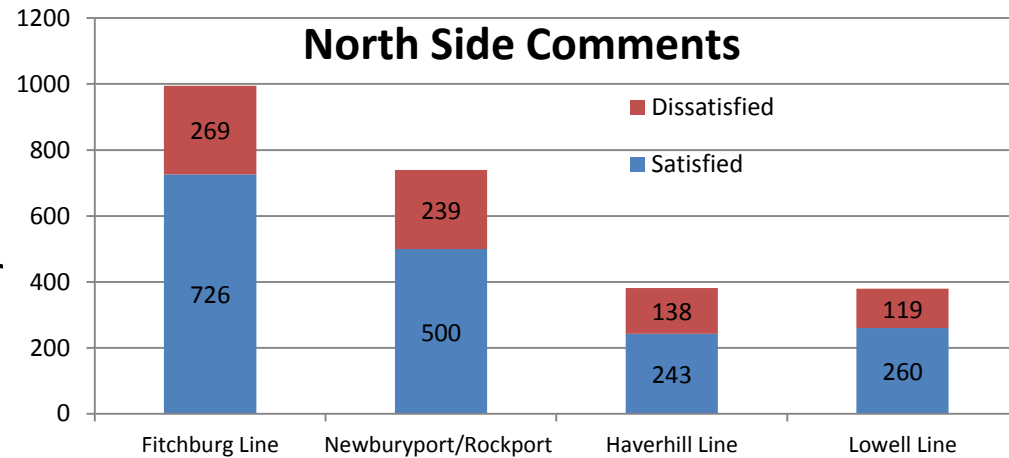
69% Satisfied with Schedules

Actionable Comments:

- Haverhill Line – Shift arrival times for earlier job starts
- Newburyport/Rockport – Add later AM departures for school drop-off
- Fitchburg Line – Add reverse commute option to Fitchburg

Non-Actionable Comments:

- AM Express service from West Concord, Concord, & Lincoln precluded by equipment limitations



SOUTHSIDE: SPRING ROLLOUT

- Southside schedules introduced for public comment in **January 2016**.
- Unlike the Northside, no prior public review had taken place.
- Southside comments indicate more dissatisfaction and will warrant more significant changes than needed for the Northside.



PROVIDENCE/STOUGHTON LINE

2,392 Providence/Stoughton Line Comments

- 26% of Total
- 29% of which were Satisfied

Key Concerns

- Nearly 3/4 of Providence Line comments were directly related to service changes at Ruggles on both AM and PM trains. Also, MASCO¹ provided substantial comments on the change.
- Stoughton Branch passengers expressed concern about AM arrival and PM departure changes.

Key Schedule Likes

- Riders in the AM peak were pleased about earlier departure times on some trains
- Riders in the PM peak were pleased about the improved travel times on some of the services
- Riders liked the additional service to Route 128 Station.

Proposed Changes in Response to Public Comments

- Ruggles AM service restored to comparable existing arrival times on Providence/Stoughton Line trains.
- Stoughton Branch peak arrival/departure times restored to comparable existing times.

¹MASCO is a coordinating organization in the Longwood Medical Area

WORCESTER LINE

2,265 Worcester Line Comments

- 25% of Total
- 42% of which were Satisfied.

Key Concerns

- West Natick express and local stopping patterns changed in the AM and PM peaks.
- Earlier trains in Wellesley Station Stops make school drop-offs difficult.

Key Schedule Likes

- Riders originating between Worcester and Framingham liked new express options.
- Riders liked improved travel times.

Proposed Changes in Response to Public Comments

- All peak express trains will now serve West Natick Station.
- Train 510 will make all stops in Wellesley at approx. 8:30 AM.

NEEDHAM LINE

737 Needham Line Comments

- 8% of Total
- 48% of which were Satisfied.

Key Concerns

- Riders expressed concern in the AM peak about the reduction in Ruggles and Forest Hills service.
- Riders expressed concern in the PM peak about trains that with later departure times.

Key Schedule Likes

- AM peak riders were pleased with later departure times.
- Riders in the PM liked the addition of a late-night train after 11:00 PM.

Proposed Changes in Response to Public Comments

- Restoration of Forest Hills and Ruggles to all AM peak trains.
- Shifting PM peak departures to better match existing services.

FRANKLIN LINE

1,226 Franklin Line Comments

- 13% of Total
- 55% of which were Satisfied
- Comments were divided, favoring either new express/local service or original departure and arrival times.

Key Concerns

- Riders expressed concern in the PM peak at departures not matching job end times.
- Dedham Corp. Center and inner core passengers voiced concern about additional express service.

Proposed Changes in Response to Public Comments

- Restoration of Dedham Corp. Center on AM and PM Express Trains and Readville on comparable local services.
- PM Peak realigned to better match existing departure times; exact times could not be replicated due to equipment constraints and corridor capacity.

Key Schedule Likes

- Riders in the AM peak liked later departure times, additional express service, improved travel times, and skipping Dedham Corp. Center Station on expresses.
- Riders in the PM peak were pleased with the improved run times and additional express trains.
- Riders responded positively to a 7 PM Boston departure

FAIRMOUNT LINE

105 Fairmount Line Comments

- 1% of Total
- 42% of which were Satisfied.

Key Concerns

- Riders expressed concern in the PM peak about a 5:00 PM departure not accommodating typical job ends. The current departure is 5:10 PM.

Key Schedule Likes

- Riders in the AM peak were pleased about earlier service.
- Riders in the PM peak were pleased about the addition of service late in the evening.

Proposed Changes in Response to Public Comments

- Terminal capacity at South Station is constrained at 5:10 PM. Shifting scheduled departure times from South Station would negatively impact services on other lines that do not have the flexibility to depart at 5:00 PM.

NEXT STEPS

- Stress-Test Schedule Changes to Ensure Resiliency and Reliability in Computer Model
- Finalize Schedule Changes
- Publish Final Schedules
- Schedule Implementation on May 23, 2016

