



# **SHUTTLE ROUTE & SERVICE PLANNING**

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# Some of the considerations that have gone into planning your shuttle service...



Route and Schedule Optimization



Improved Reliability



Commuter Experience



Cost Savings through Cooperation



Environmental Benefits

**Whether creating  
a new route or  
adjusting a  
preexisting one,  
many factors  
must be  
balanced...**



Analyzing  
geographic  
distribution



Forecasting  
service  
demand



Managing  
operations  
around busy  
MBTA hubs



Adapting to  
local roadway  
conditions



Balancing  
service levels  
across sites



Maintaining  
flexibility

## Capacity & Availability

Capacity for up to 30 passengers on each vehicle

Fleetwide ADA accessibility

Backup shuttle on Alewife System

Emergency Ride Home (ERH) program

One-on-one commute planning

Company-specific orientations

Bike & multi-modal programming

**Good commercial drivers  
are hard to find...  
and even harder to keep.**



**Qualifications & Certifications**



**Shifts & Rest Periods**



**Rewards & Incentives**