



**Massachusetts Bay
Transportation Authority**

Report from the General Manager

Fiscal and Management Control Board

March 29, 2021

Bringing Back Service As Fast As Possible On Bus and Subway

- Getting Back to 100% of pre-COVID service levels on bus and subway
 - Funding is not a constraint – FY22 includes full funding for pre-pandemic service levels on bus and subway. Funding is available for any FY21 needs as well.
 - Ongoing review of suspended bus lines to plan for resumptions with new schedule.
 - Use of overtime and ‘run-as-directed’ where available to add capacity.
 - Aiming to **create a better system** than we had before the pandemic.
 - Accelerating **recruitment, hiring, training, and scheduling** processes.
- We will **increase service levels** as quickly as possible on the **bus and subway** while running the Spring schedule and accelerating hiring and training



Bringing Back Service – Commuter Rail and Ferry

- Increasing service **starting April 5th** with our new **Regional Rail schedule**
 - Provides a **substantial increase (~88%)** over current service levels.
- Proposal: Resume weekend service on suspended commuter rail lines as soon as possible (likely mid-May); will require a board vote.
- On ferry, currently maintaining service levels instituted in January.
- Proposal: Provide MBTA discretion to add back Charlestown service and increase frequency on Hingham/Hull service as needed.
- Options for Regional Rail and ferry will be highlighted in the budget preview.



Building Toward a Better System

- Our plan is to build back to **pre-pandemic service levels first**, then to go further and **create a better system** than we had before the pandemic.
 - More reliable, i.e., fewer dropped trips
 - Continuing **aggressive capital investment** plan to **modernize** the system and address critical **infrastructure needs**
 - Create a **more equitable** transit system than we had pre-pandemic
 - Continue **Regional Rail** service model, providing more **consistent, clockface service all day**, serving travel needs outside the AM and PM rush hours
- As we build back, we aim to create a system that reflects changing travel behaviors and ridership needs—building back to reflect changing ridership patterns.



Building Back Service As Quickly As Possible

- **COVID-related constraints** as well as **staffing and internal processes** like recruitment, hiring, training, and scheduling impacts the timeline to build back service.
 - **Absenteeism remains higher** due to the ongoing effects of the pandemic
 - **Social distancing** protocols limit our **vehicle capacity**
 - **HR recruitment** has been impacted by **COVID constraints**, both in the **hiring process**, and the ongoing need to **manage leave** and **contact tracing**
 - **Recruitment and hiring** of operational staff is **underway** and must be accelerated to **outpace regular attrition**.
 - **Training** also affected by **social distancing** protocols which limit the number of new operators in the **classroom and field training**.



Building Back Service: Actions Taken to Accelerate

Hiring – We have begun the process of hiring bus operators, heavy rail motorpersons, and light rail operators, with the first class starting in less than 30 days.

Recruitment – Human Resources is shifting staff from some COVID activities and bringing additional recruiters to support our hiring across Bus, Light Rail and Heavy Rail.

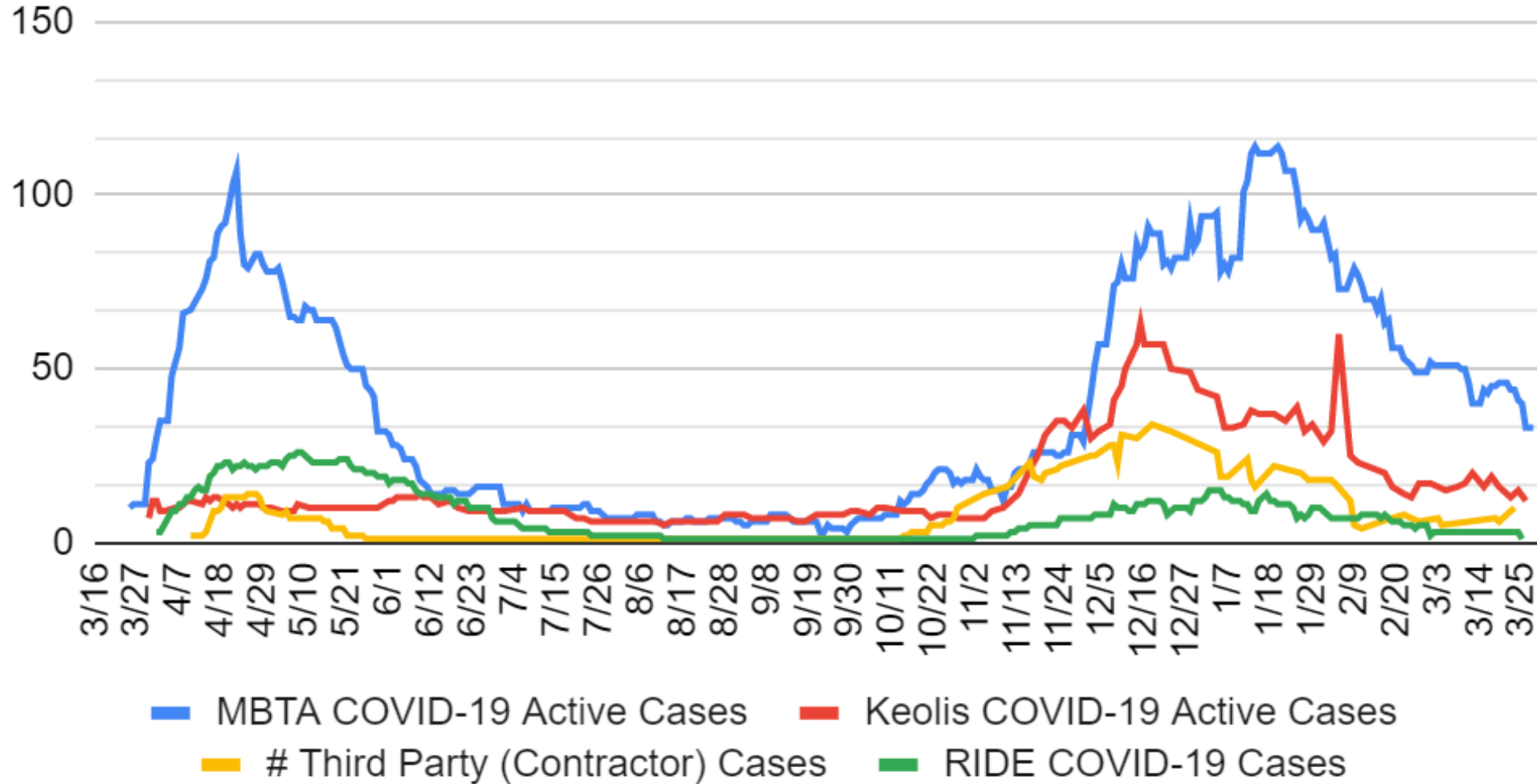
Training – Operations is adding six more instructors to train new staff to safely run the system.

Scheduling – We are reviewing bus routes to bring back in the next schedule change

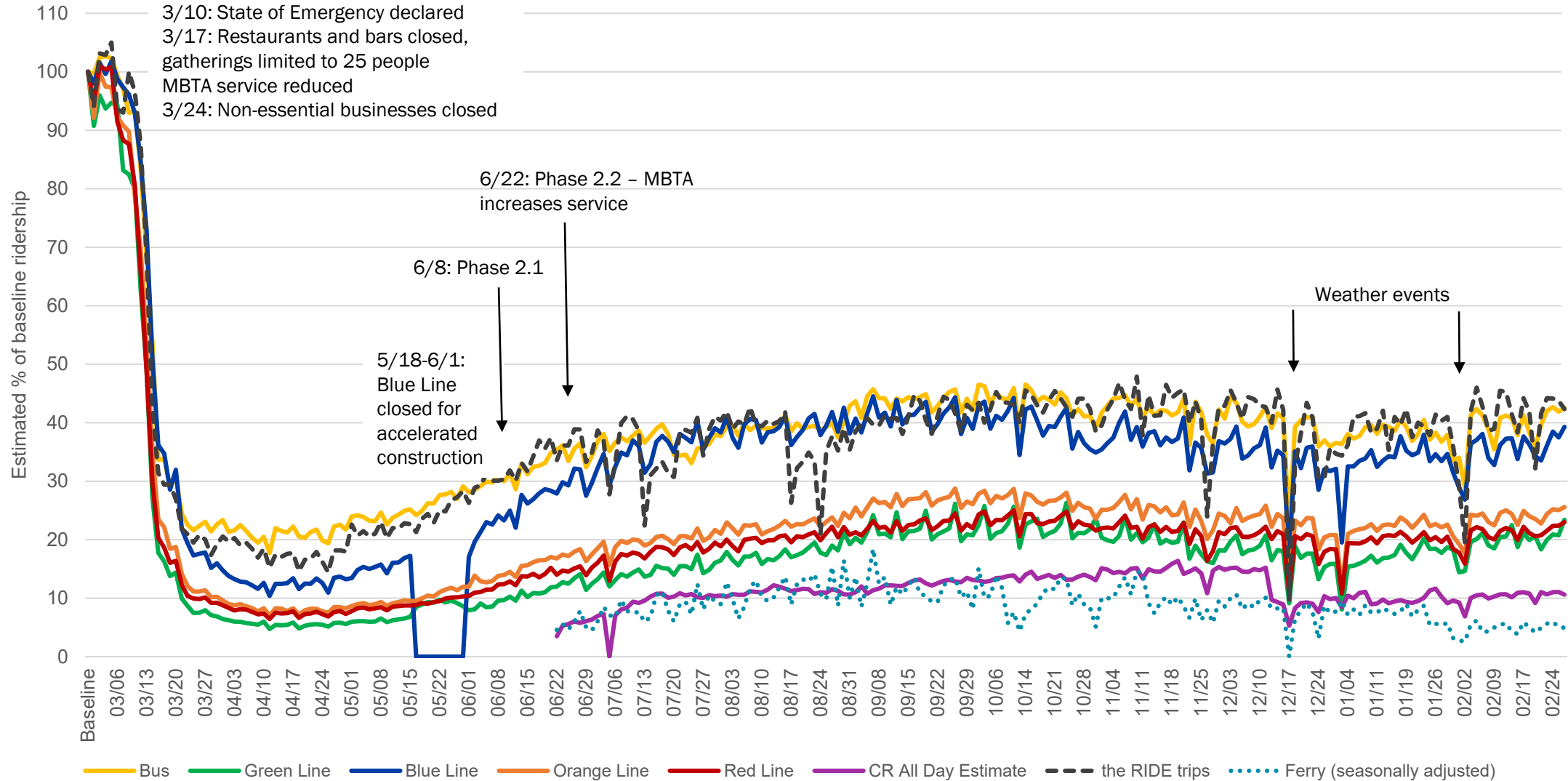


MBTA Active COVID-19 Cases

Source: MBTA HR Business Operations Report, Keolis Daily Dashboard



Weekday Ridership by Line and Mode - Indexed to Week of 2/24



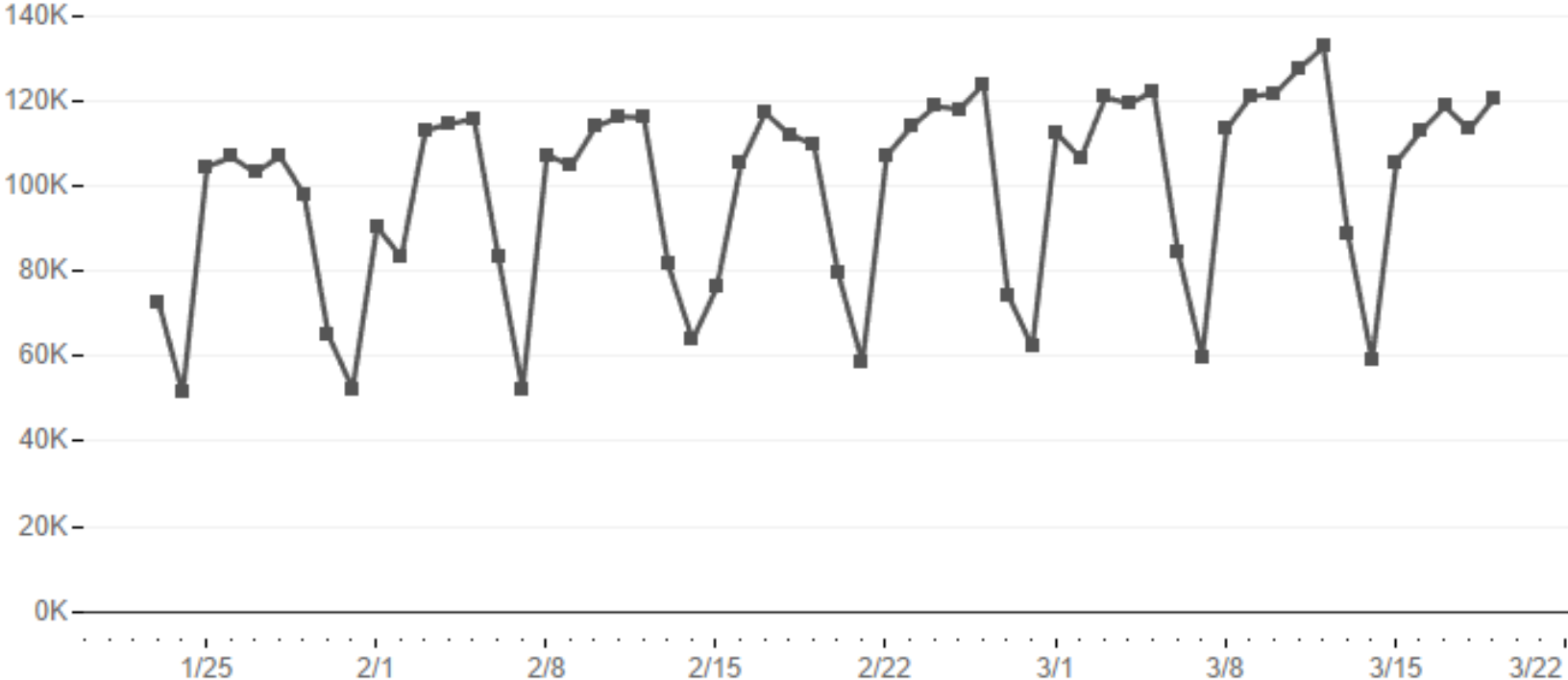
- Baseline: Average weekday from 2/24-2/28
- Ferry baseline: Average weekday from the same month in 2019
- Sources: Faregate counts for subway lines, APC for buses, manual counts for Commuter Rail, RIDE/Ferry vendor reports



Gated Rapid Transit Stations

| Line | Change in validations: March 2019 weekday average vs. weekday average for Mar 15 - Mar 19, 2021 |
|-----------------------------|---|
| Blue Line | -60% |
| Green Line | -78% |
| Orange Line | -77% |
| Red Line | -78% |
| Silver Line | -85% |
| Total Gated Stations | -76% |

Total Gated Station Validations (last 60 days)

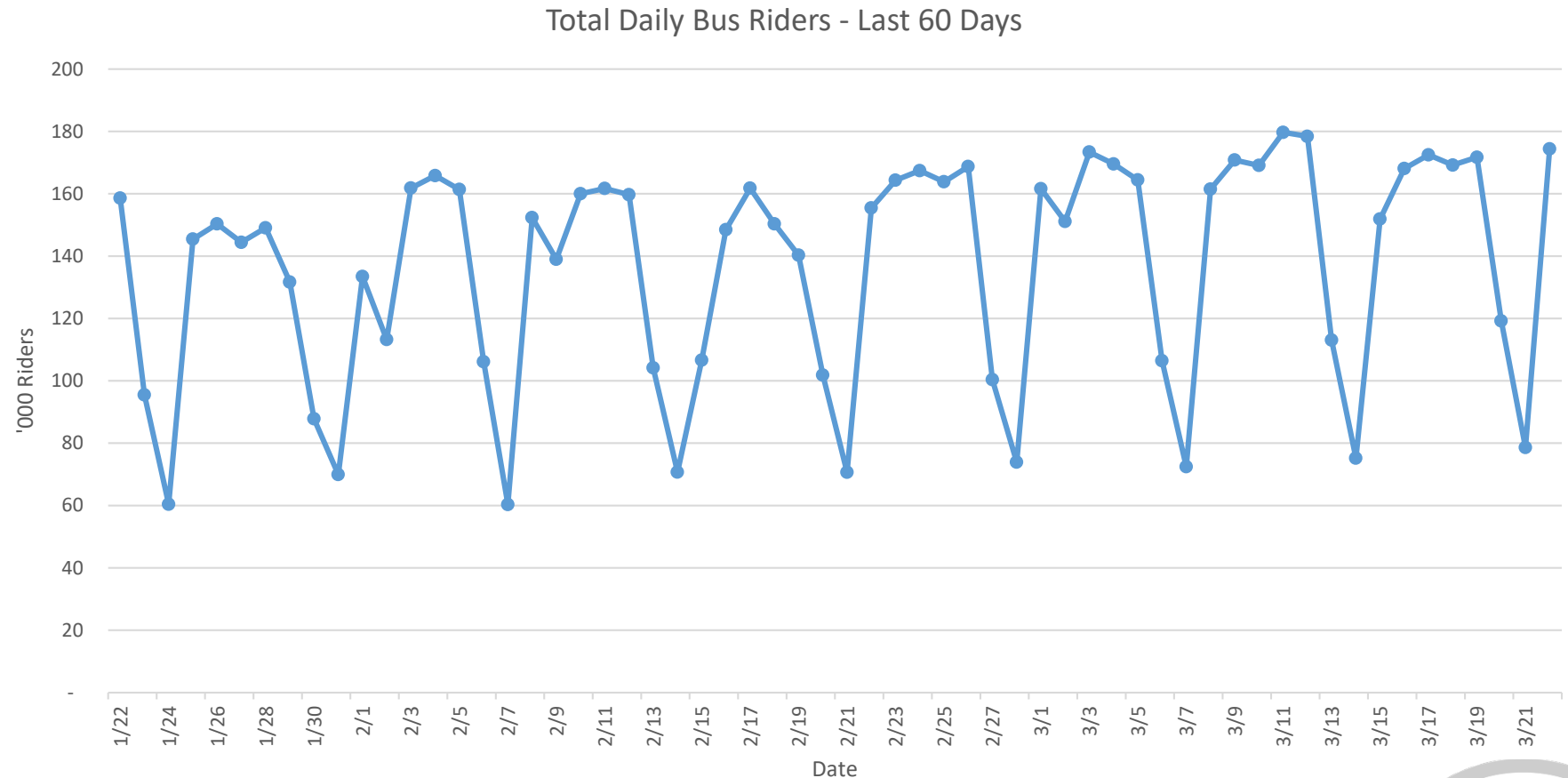


Gated validations data by line and station are available in this [public folder](#) and continue to be updated on the [Data Blog](#). The data is also continuously updated and visualized on the [MassDOT Mobility Dashboard](#).



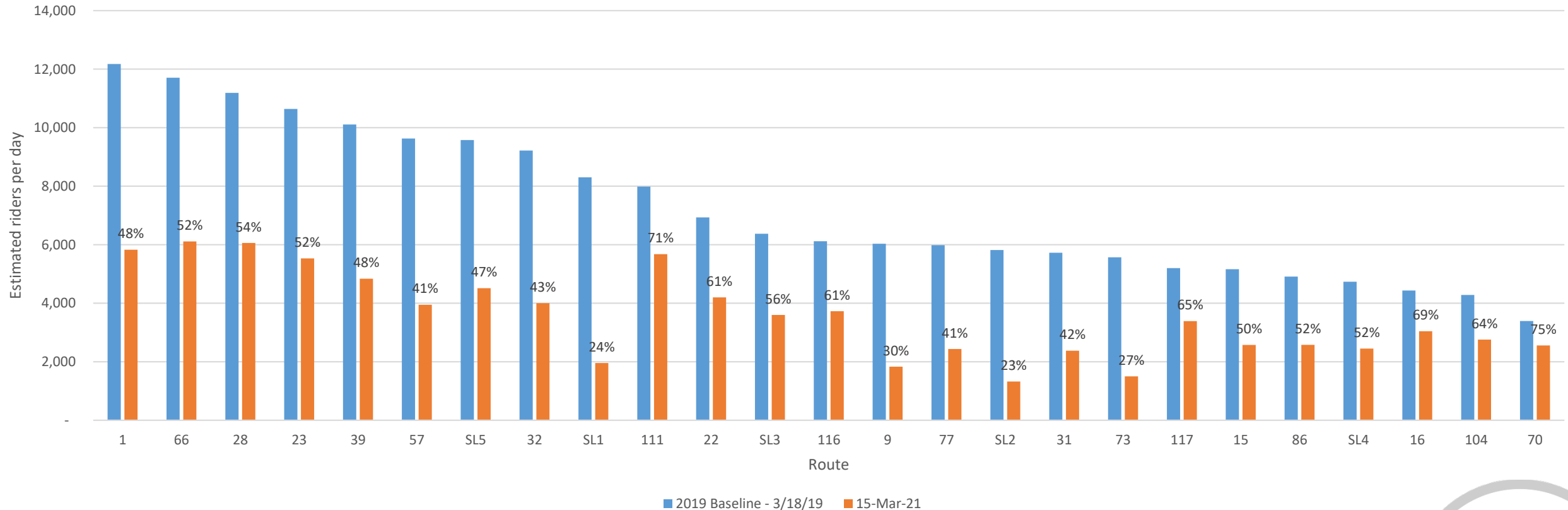
Bus Ridership Trends

- Ridership estimated from Automated Passenger Counters.
- Ridership for the most recent days is continuously revised as information on dropped trips is received.
- Route-level ridership has a higher level of uncertainty due to run-as-directed trips that are not in the schedule.



Bus Ridership Top Routes

Daily Bus Ridership YOY, Week of 3/18/19 vs. Week of 3/15/21, Top Routes by Ridership

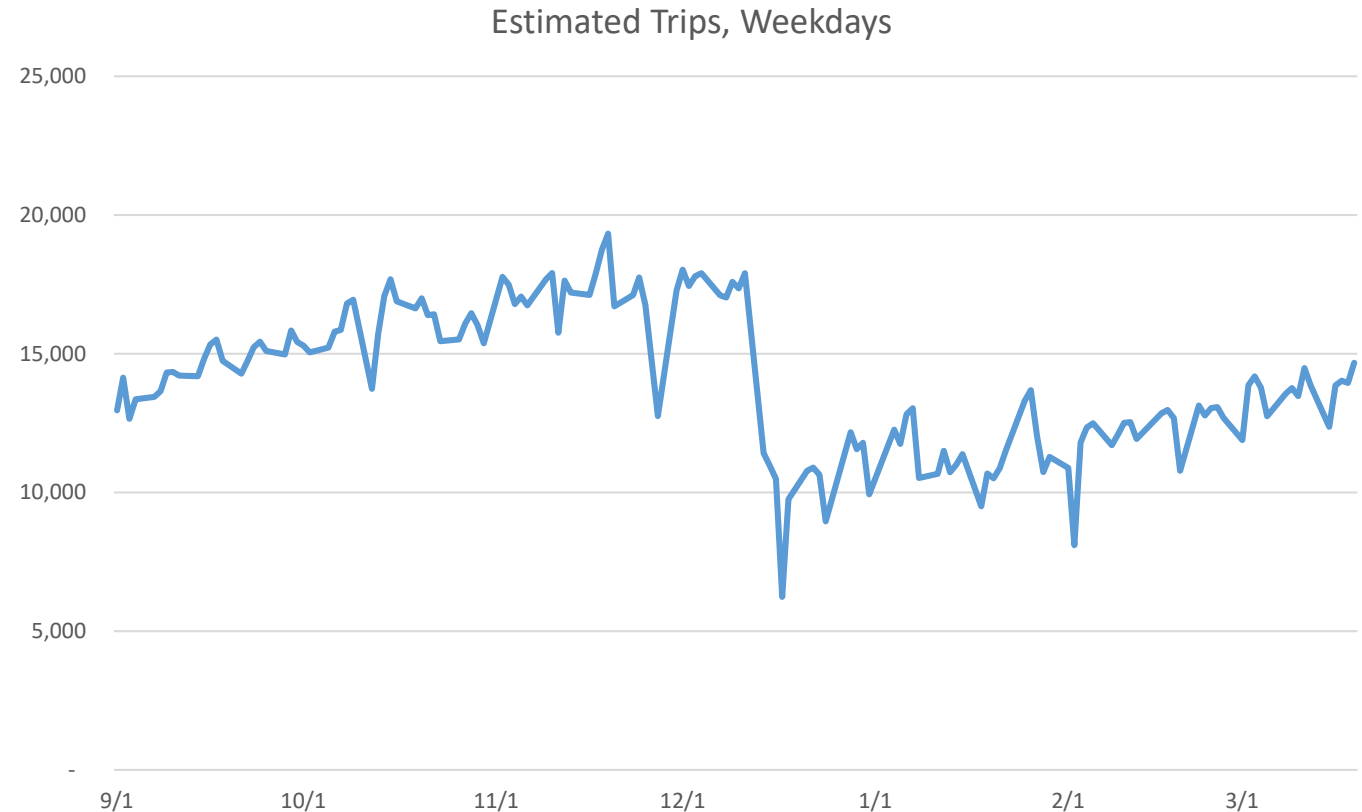


*This chart displays average daily ridership by week, representing the most recent week available. The included routes represent the current top 20 as well as the top 20 routes pre-COVID.



Commuter Rail Ridership

- Chart **to the right** shows total estimated trips for each weekday since September 2020.
- Chart **below** shows a snapshot of estimated all-day ridership by line, compared with 2018 CTPS counts. The time period is the last 5 non-holiday weekdays (3/15 - 3/19)
- The current baseline comparison is approx. 118,300 trips, putting the period of 3/15 - 3/19 at 11.6% of pre-pandemic normal.



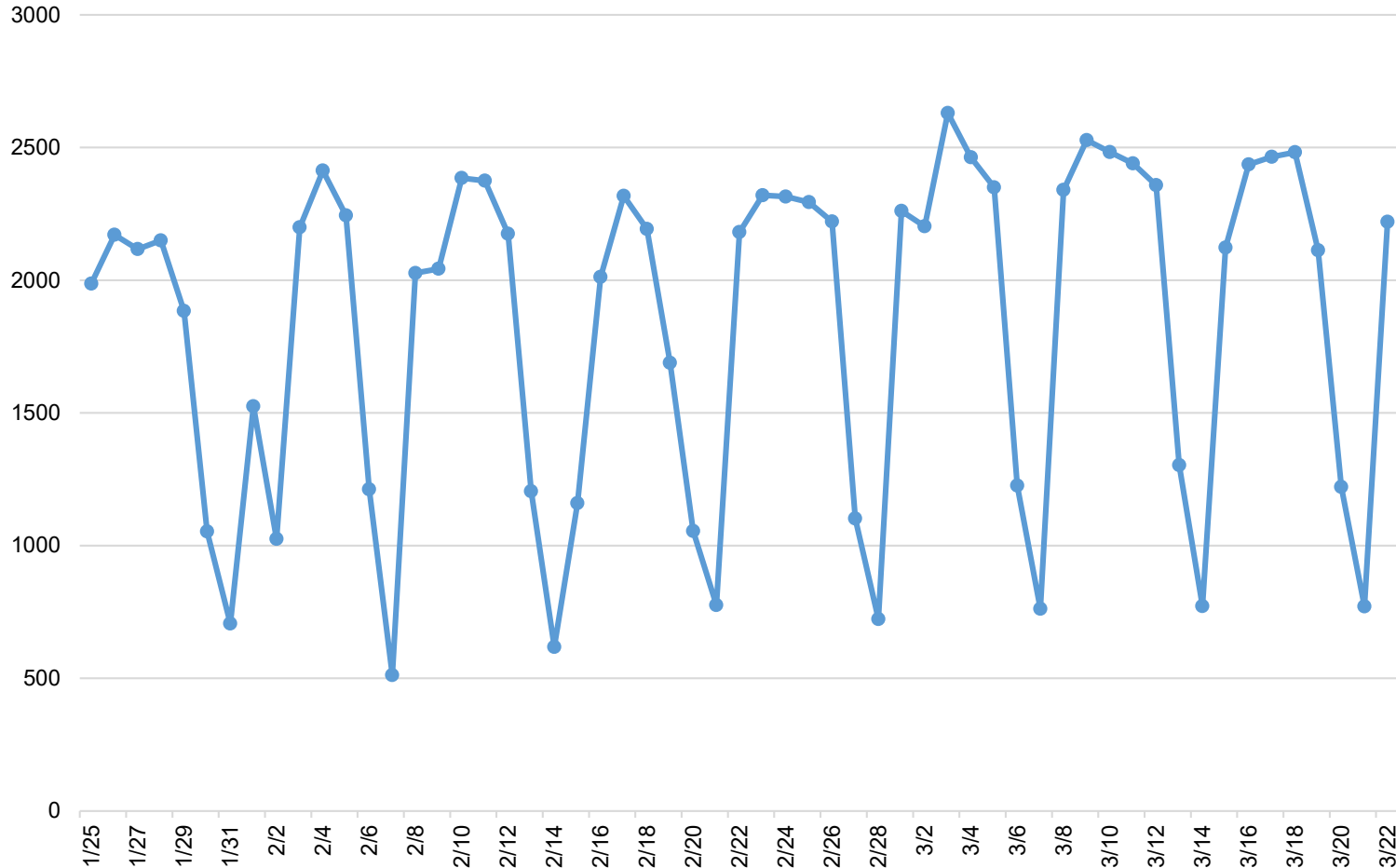
| | Estimated Daily Ridership, Weekdays (3/8-3/12/20) | Estimated % of 2018 Weekday CTPS Counts (all day) |
|------------------------------|---|---|
| Fairmount Line | 578 | 22% |
| Fitchburg Line | 384 | 4% |
| Framingham/Worcester Line | 1665 | 9% |
| Franklin Line | 1267 | 11% |
| Greenbush Line | 385 | 6% |
| Haverhill Line | 722 | 10% |
| Kingston/Plymouth Line | 582 | 10% |
| Lowell Line | 941 | 9% |
| Middleborough/Lakeville Line | 1244 | 18% |
| Needham Line | 559 | 8% |
| Newburyport/Rockport Line | 1989 | 13% |
| Providence/Stoughton Line | 3460 | 13% |

Ridership totals are aggregated from a combination of on-board conductor counts, counts of trains arriving at terminals, and automated passenger counters on-board trains.



The RIDE

The RIDE Trips per Day





The RIDE reported an average of 2,324 trips per weekday last week. This is about 4% lower than the previous week and 56% lower than the baseline (2/24/20 - 2/28/20).

Recent ridership may be revised.



Ride Safer 2.0


- Refreshed the Ride Safer video with **new tips, updated guidelines, and additional MBTA efforts** to inform riders returning to the T
- Re-launched alongside announcement of **New Balance** face mask donation and distribution at select stations

 MBTA 
@MBTA


Throughout the pandemic, we've improved & innovated new ways to keep riders & employees safe. Each step, like distributing face masks at key stations, helps us [#RideSafer](#). Now, as before, we all must do our part to protect public health on public transit.

mbta.com/RideSafer

Ride Safer.

mbta.com/RideSafer 

11:44 AM · Nov 17, 2020 · Twitter Media Studio

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5 Retweets 1 Quote Tweet 7 Likes

Chelsea Update

- The new Chelsea Station will allow for easy, accessible transfers to the SL3 and quick trips in/out of Boston.
- We're in the process of installing amenities for rider comfort, such as canopies, lighting, ramps, and signs.
- The project is at 70% completion.



EBC Climate Change Project of the Year Award

- As of January 1, 2021 100% of the MBTA's electricity comes from **certified renewable energy sources**.
- This has reduced the size of the MBTA's **carbon footprint by 34%**.
- For making the switch to renewable energy, the MBTA was awarded the New England Environmental Business Council's ***Climate Change Project of the Year***.
- The awards ceremony will be livestreamed on June 10, 2021.



March 16th Orange Line Incident

- Low speed derailment with new Orange Line Car at switch in diversion area
- Modified alternative service plan: Shuttle bus from Oak Grove to Sullivan Square until April 11, 2021
- Infrastructure and Vehicle Investigation On-Going
- New CRRC cars will remain Out of Service until investigation is completed



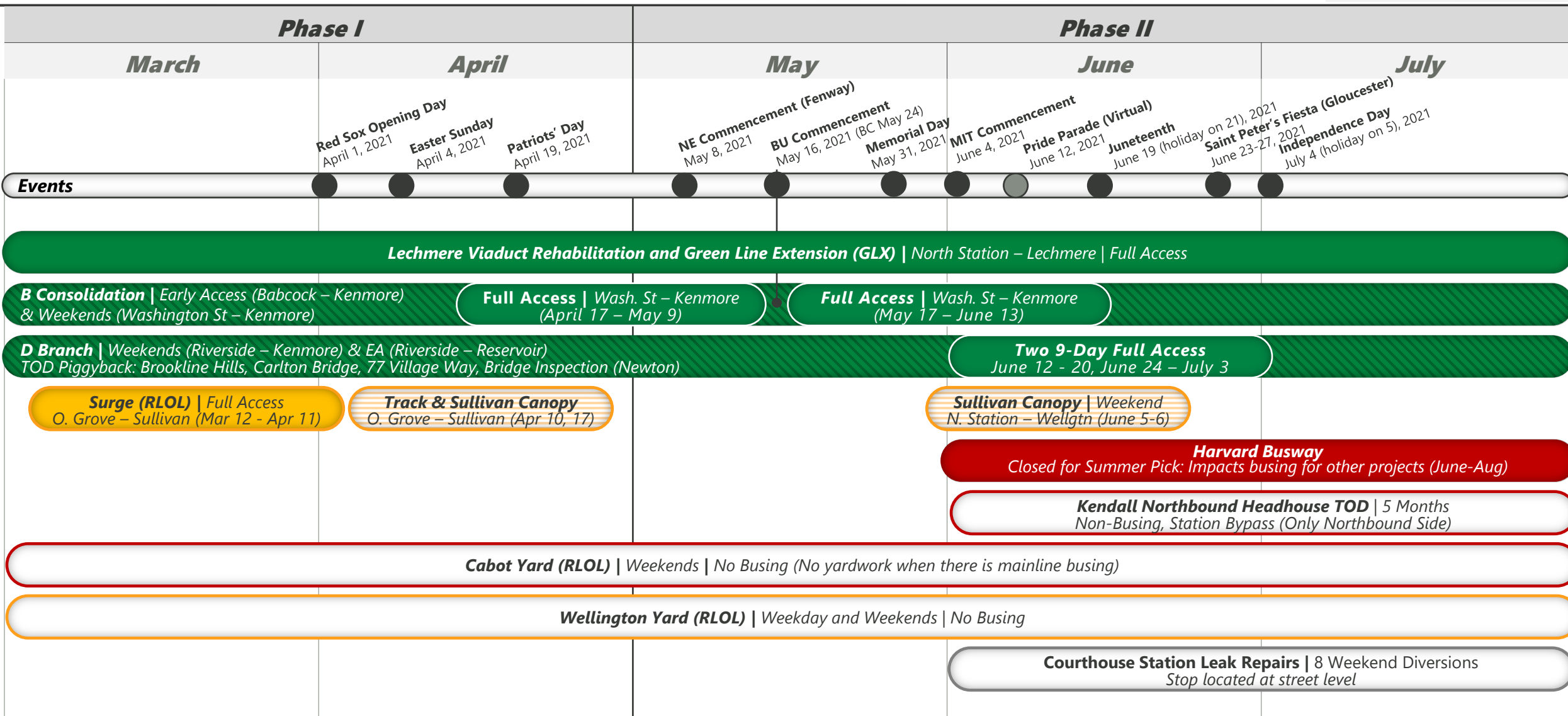
Full Access

Weekend & Early Access

Single Track

No Bus

Rapid Transit and Silver Line | March - July



- Full Access
- Weekend & Early Access
- Single Track
- No Bus

Commuter Rail | March - July

| Phase I | | Phase II | | |
|---|-------|--|--|--|
| March | April | May | June | July |
| <p>Events</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>Red Sox Opening Day April 1, 2021</p> </div> <div style="text-align: center;"> <p>Easter Sunday April 4, 2021</p> </div> <div style="text-align: center;"> <p>Patriots' Day April 19, 2021</p> </div> <div style="text-align: center;"> <p>NE Commencement (Fenway) May 8, 2021</p> </div> <div style="text-align: center;"> <p>BU Commencement May 16, 2021 (BC May 24)</p> </div> <div style="text-align: center;"> <p>Memorial Day May 31, 2021</p> </div> <div style="text-align: center;"> <p>MIT Commencement June 4, 2021</p> </div> <div style="text-align: center;"> <p>Pride Parade (Virtual) June 12, 2021</p> </div> <div style="text-align: center;"> <p>Juneteenth June 19 (holiday on 21), 2021</p> </div> <div style="text-align: center;"> <p>Saint Peter's Fiesta (Gloucester) June 23-27, 2021</p> </div> <div style="text-align: center;"> <p>Independence Day July 4 (holiday on 5), 2021</p> </div> </div> | | | | |
| <p>South Attleboro Closure Providence Line No Busing Station Closure</p> | | | | |
| <p>Single Track (Mar 27-28)</p> | | <p>Winchester Station Accessibility Lowell Line No Busing Station Closure</p> | | |
| <p>Blue Hill Ave (Fairmount Line) Single Track (Mar 13-14)</p> | | | | |
| <p>Gloucester Drawbridge Newburyport Line Beverly – Rockport (weekends), Manchester – Rockport (weekdays) Full Access</p> | | | | |
| <p>Lynn Fells Bridge Haverhill Line (Mar 15)</p> | | <p>Roberts Bridge Needham Line (Apr 10-11)</p> | | <p>Roberts St Bridge Needham Line (June 5-6)</p> |
| <p>Bacon Bridge Worcester Line (Mar 27)</p> | | <p>Bacon St Bridge Worcester Line (June 26-27)</p> | | |
| <p>Intervale Bridge Worcester Line (Mar 27)</p> | | <p>Beverly Draw Rockport Line (Apr 24-25)</p> | <p>Beverly Draw Rockport Line (May 1-2)</p> | <p>Commercial St Bridge Rockport Line (Jul 31-1)</p> |
| <p>ATC Fitchburg Line Boston to Littleton Full Access</p> | | <p>ATC Lowell Line North Billerica to Lowell Full Access</p> | | <p>ATC Fitchburg Line Littleton to Wachusett Weekends</p> |
| <p>Chelsea/Silver Line, Phase II Rockport Line Single Track (Mar 13-14, 20-21, 27-28)</p> | | <p>Chelsea/Silver Line, Phase II Rockport Line Single Track Two Weekends TBD (April – August)</p> | | |

Tentative Rapid Transit and Silver Line | August - December

Phase III

August

September

October

November

December

Events

Moving Day
September 1, 2021
Labor Day
September 6, 2021

Boston Marathon
Columbus Day
October 11, 2021

Halloween
October 31, 2021
Veterans Day
November 11, 2021

Thanksgiving
November 24, 2021

Christmas
December 25, 2021

GLX

GLX | Testing on viaduct and new branches (full access closure)

GLX Union Opens | Oct 2021

GLX Medford Opens | Dec 2021

B Consolidation | EA, Weekends (Washington St – Kenmore)

Symphony (In Design) | Busing TBD | Weekends

D Branch (through August, N. Highlands - Kenmore) & Brookline Hills TOD (Reservoir – Fenway) through December | Weekends

E Full Access | Heath-Brigham

Green Line FTA 18-Station Improvements | 2022 Start & Beyond

Harvard Busway (June-Aug)
Impacts Busing, other Projects

1 Wknd Signals (E&M) | Alewife – Harvard (Only MBTA Busing)

Signals AFTC5 Cutover (RLOL) | 5 Weekends
Alewife – Harvard (Sep 11, Sep 25, Oct 16, Oct 30), Alewife - Kendall (Nov 13)

Tunnel Repairs (DOT Ave) | 4 Weekends
Broadway – JFK (Sept 18, Oct 2, 9, 23)

Floating Slabs (Capital Delivery) | 5 Weekends | Alewife - Harvard

Signals AFTC5 Cutover & Testing (RLOL)
3 Wknds Oak Grove – Sullivan (Oct 23, Nov 6, 20)

Kendall Northbound Headhouse (TOD) | 5 Months | No Busing, Station Bypass (Only Northbound Side)

Blue Line Tunnel | Airport – Orient Heights | Weekends

Cabot Yard (RLOL) | Weekend Diversions | No Busing (No yardwork when there is mainline busing)

Wellington Yard (RLOL) | Weekday & Weekend Diversions | No Busing

Orange Line TOD | Bullfinch | Sept - Dec | Station Bypass (Weekends) | No Busing

- Full Access
- Weekend & Early Access
- Single Track
- No Bus

Commuter Rail | August - December

Phase III

