



**Massachusetts Bay
Transportation Authority**

Commuter Rail Performance Update

MassDOT Board & Fiscal and Management Control Board

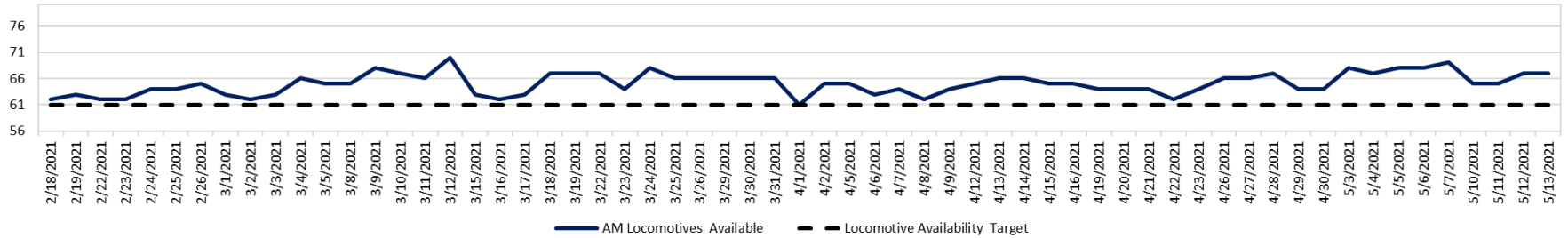
May 24, 2021

Ryan Coholan

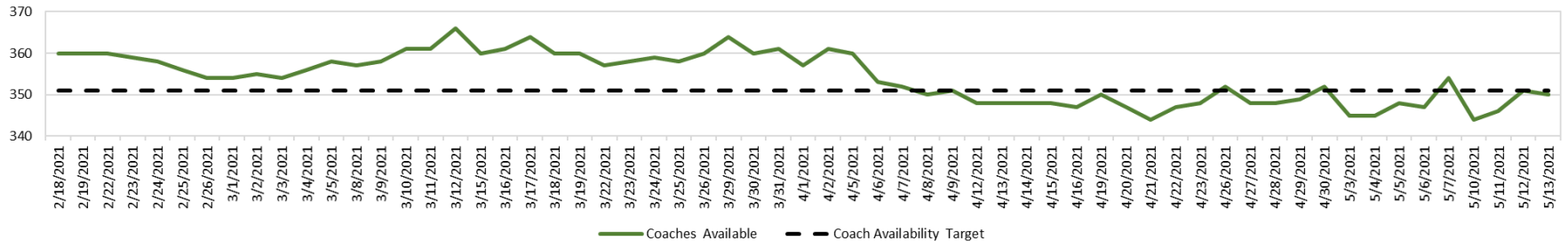
Equipment Availability

Coaches moved off-property to progress overhaul and repair work during lower ridership periods

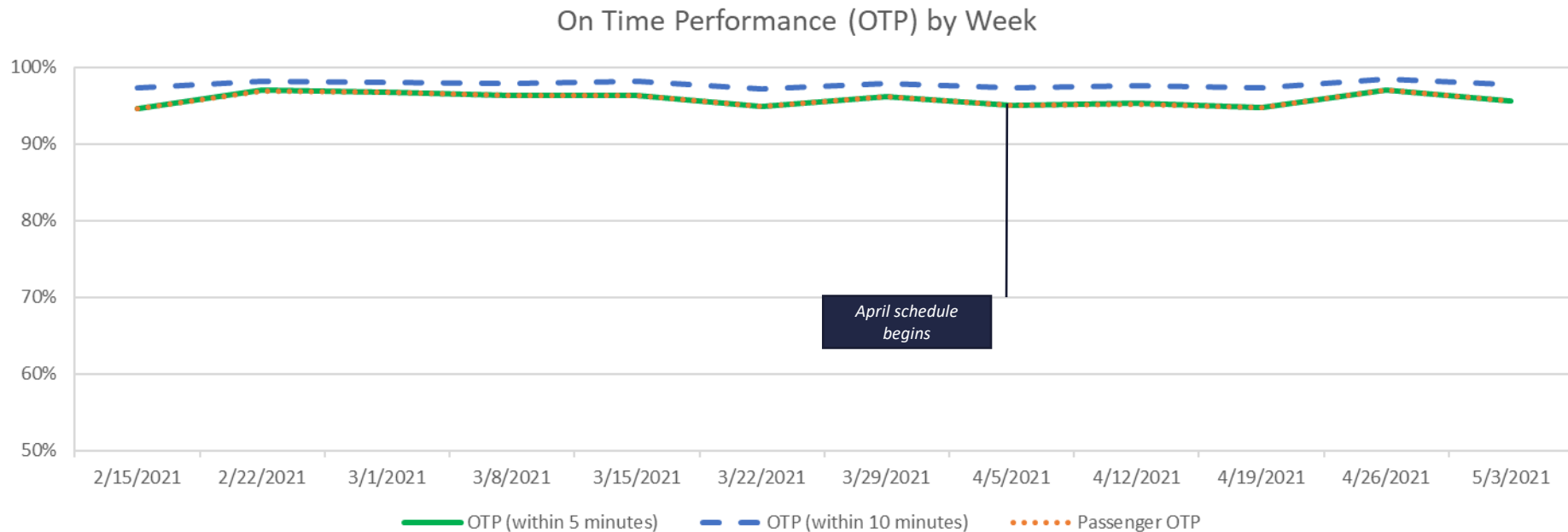
Locomotive Availability
(last 12 weeks)



Coach Availability
(last 12 weeks)



On Time Performance by Week



On Time Performance by Line



On Time Performance Within 5 Minutes

	May 2020	June 2020	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021	April 2021	Trailing Year Average
Fairmount	95.5%	95.3%	98.9%	98.6%	97.4%	96.1%	98.7%	98.7%	99.5%	97.7%	99.4%	98.8%	97.9%
Fitchburg	93.4%	92.3%	92.4%	93.5%	93.5%	85.2%	82.1%	88.2%	96.0%	95.0%	98.8%	96.1%	91.0%
Foxboro	93.8%	90.0%	95.2%	97.6%	96.2%	96.6%							95.7%
Franklin	95.8%	91.0%	93.5%	92.1%	90.5%	93.1%	93.3%	94.7%	96.1%	94.0%	96.1%	96.4%	93.7%
Greenbush	98.8%	96.4%	97.9%	95.1%	98.5%	93.0%	93.6%	91.6%	97.2%	95.6%	96.6%	96.0%	95.7%
Haverhill	95.4%	90.5%	91.4%	95.2%	94.0%	95.6%	91.3%	88.9%	95.6%	93.5%	93.3%	92.6%	93.0%
Kingston/Plymouth	97.4%	94.0%	97.5%	95.7%	97.0%	91.9%	94.8%	93.3%	96.8%	98.1%	96.4%	92.8%	95.3%
Lowell	97.1%	94.7%	92.2%	97.5%	94.9%	91.0%	90.2%	84.1%	94.5%	89.4%	87.7%	95.7%	92.6%
Middleboro	96.3%	91.1%	94.7%	93.1%	98.3%	91.9%	92.4%	92.8%	95.9%	93.0%	95.4%	91.6%	93.8%
Needham	98.2%	96.1%	97.1%	96.7%	97.1%	94.3%	95.4%	96.8%	94.3%	98.1%	98.8%	98.1%	96.7%
Newburyport	92.7%	90.3%	93.7%	93.3%	94.4%	94.2%	95.4%	89.6%	95.5%	94.4%	96.2%	93.9%	93.8%
Providence	96.1%	93.9%	96.6%	95.2%	95.9%	96.4%	97.8%	95.4%	96.9%	95.4%	96.1%	98.0%	96.2%
Rockport	95.6%	90.0%	94.7%	96.3%	94.1%	93.9%	94.7%	95.1%	98.4%	96.4%	98.4%	97.8%	95.2%
Stoughton	87.5%	97.0%	97.1%	95.6%	97.9%	96.0%	95.9%	95.3%	92.5%	93.8%	96.7%	96.0%	96.1%
Worcester	96.7%	58.6%	69.5%	90.0%	93.6%	92.1%	92.2%	90.9%	88.3%	91.3%	93.2%	92.3%	87.5%
Grand Total	96.0%	90.1%	92.8%	94.9%	95.3%	93.3%	93.4%	92.6%	95.9%	94.9%	96.2%	95.4%	94.1%

On Time Performance Within 10 Minutes

	May 2020	June 2020	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021	April 2021	Trailing Year Average
Fairmount	97.6%	97.4%	99.4%	99.4%	98.4%	97.6%	99.2%	99.6%	100.0%	98.5%	99.7%	99.7%	98.9%
Fitchburg	94.9%	95.2%	95.7%	95.7%	95.4%	89.6%	87.2%	91.9%	97.0%	97.3%	99.1%	97.9%	93.9%
Foxboro	96.3%	94.0%	97.5%	99.0%	97.1%	98.0%							97.5%
Franklin	96.7%	96.1%	95.9%	94.9%	95.0%	96.5%	96.6%	96.6%	98.8%	97.0%	98.9%	98.6%	96.7%
Greenbush	99.0%	98.0%	98.8%	96.8%	99.5%	95.2%	95.9%	93.8%	98.7%	97.2%	97.6%	98.0%	97.2%
Haverhill	96.9%	95.7%	94.5%	97.9%	96.7%	97.9%	95.1%	93.3%	97.4%	95.8%	97.0%	96.4%	96.2%
Kingston/Plymouth	98.3%	95.1%	98.2%	98.1%	97.9%	94.1%	96.7%	94.3%	97.7%	98.3%	97.3%	95.9%	96.7%
Lowell	98.3%	96.6%	95.8%	99.1%	97.5%	95.6%	94.6%	87.9%	97.6%	92.1%	91.6%	96.8%	95.5%
Middleboro	97.8%	94.6%	97.1%	96.3%	99.3%	95.1%	96.6%	95.3%	96.5%	96.6%	97.7%	96.3%	96.6%
Needham	99.8%	98.0%	99.1%	97.8%	98.1%	97.1%	97.1%	98.7%	97.0%	98.8%	99.0%	99.3%	98.3%
Newburyport	95.4%	94.5%	96.9%	96.5%	97.0%	96.7%	96.8%	94.1%	97.6%	97.4%	98.5%	96.6%	96.6%
Providence	97.1%	95.4%	98.3%	96.6%	96.7%	98.1%	98.7%	97.4%	98.7%	97.7%	97.6%	99.1%	97.7%
Rockport	97.9%	93.4%	96.9%	98.2%	97.2%	96.1%	96.2%	96.1%	98.9%	98.2%	98.8%	98.4%	97.0%
Stoughton	88.8%	97.9%	97.6%	98.3%	99.2%	98.4%	98.3%	97.3%	96.3%	95.0%	97.8%	98.0%	97.9%
Worcester	98.8%	60.4%	70.5%	94.1%	96.7%	95.7%	95.8%	96.7%	96.4%	95.8%	96.8%	95.2%	91.1%
Grand Total	97.5%	92.8%	94.8%	97.2%	97.3%	96.1%	96.1%	95.3%	98.0%	97.1%	97.9%	97.6%	96.4%

New Schedule

- Full weekday schedule in effect from May 3rd
 - ATC Diversion on the Fitchburg Line complete
- 496 Trains per weekday vs 505 pre-Pandemic
- Weekday Ridership up to 16.6% overall, Fairmont line at 36% and Newburyport / Rockport at 25%
- Very positive stakeholder response to new train service
- Weekend ridership at 36% of pre-pandemic trips
- Re-introducing weekend service to Needham, Franklin, Kingston, Greenbush, Haverhill, Lowell and Fitchburg from July 3rd



Exterior Train Cleanliness

- New process for exterior heavy clean of train sets washing equipment
 - Effective on Stainless Steel Bi-Level Coaches
 - Mixed results on Aluminum Alloy Single-Level Coaches
- 50% of the train sets have been through this process - target to complete 7 per week on North Side and 10 per week on South Side and repeat once per month
- Working with vendors to identify superior cleaning products, particularly for aluminum bodied coaches.
- Ongoing project to upgrade the South Side wash machines due to be completed in July.



Exterior Train Cleaning Process Results



Right of Way and Station Cleaning

Right of Way Cleaning

- Two types of activity that we undertake
 - Graffiti Inspection, throughout the year but with particular focus late spring and fall.
 - General Cleaning, on a monthly basis within station area including general trash and biohazard material.

Station Cleaning

- Spring Clean starts in May and continues to end of June - Activities include:
 - Landscaping
 - Cleaning platforms
 - Power washing and salt neutralizer
 - Minor repairs to platforms
 - Signage inspection
 - Graffiti inspection
 - Tactile repair



Examples of Station and Right of Way Cleaning

