



**Massachusetts Bay
Transportation Authority**

Report from the General Manager

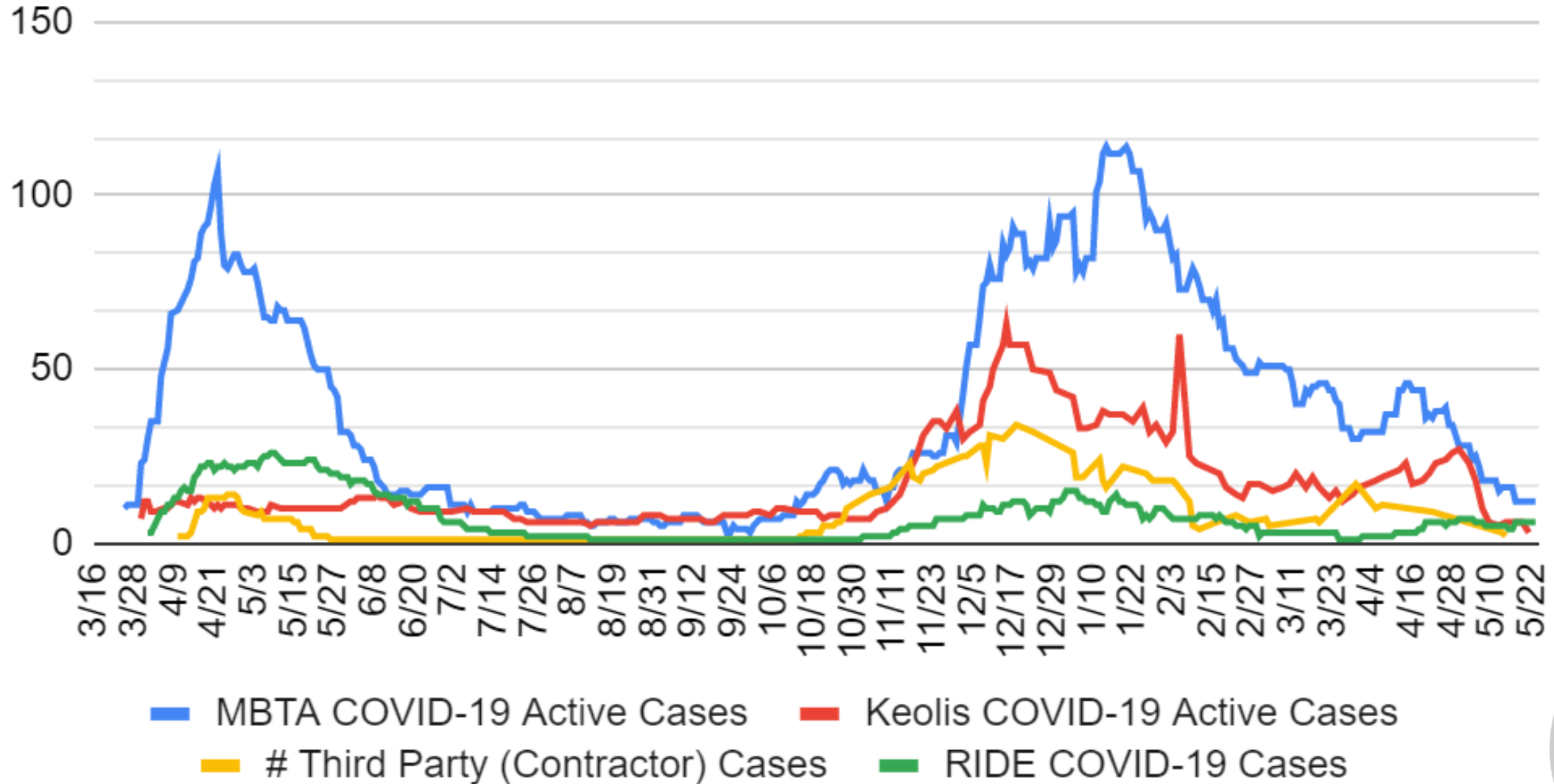
Fiscal and Management Control Board

May 24, 2021

COVID-19 & Ridership Update



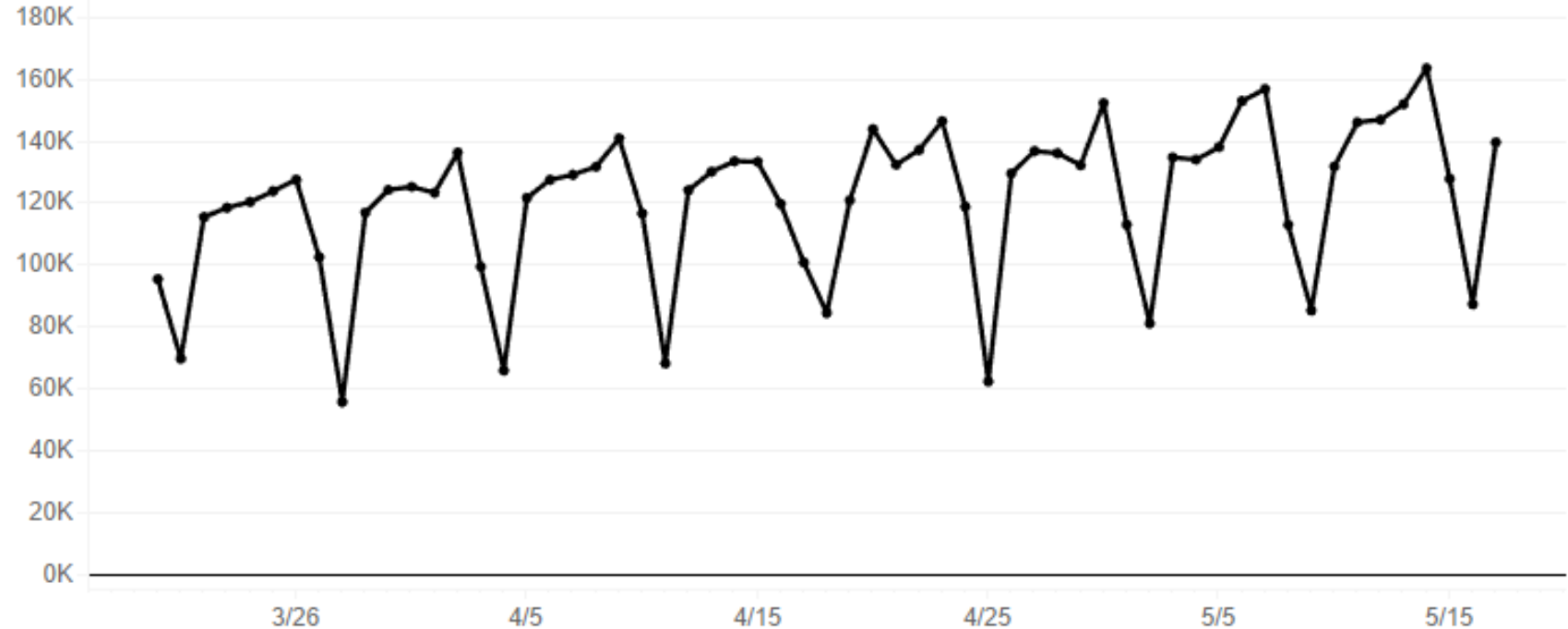
MBTA Active COVID-19 Cases



Gated Rapid Transit Stations

Line	Change in validations: May 2019 weekday average vs. weekday average for May 10 - 14, 2021
Blue Line	-55%
Green Line	-72%
Orange Line	-70%
Red Line	-73%
Silver Line	-81%
Total Gated Stations	-70%

Total Gated Station Validations (last 60 days)

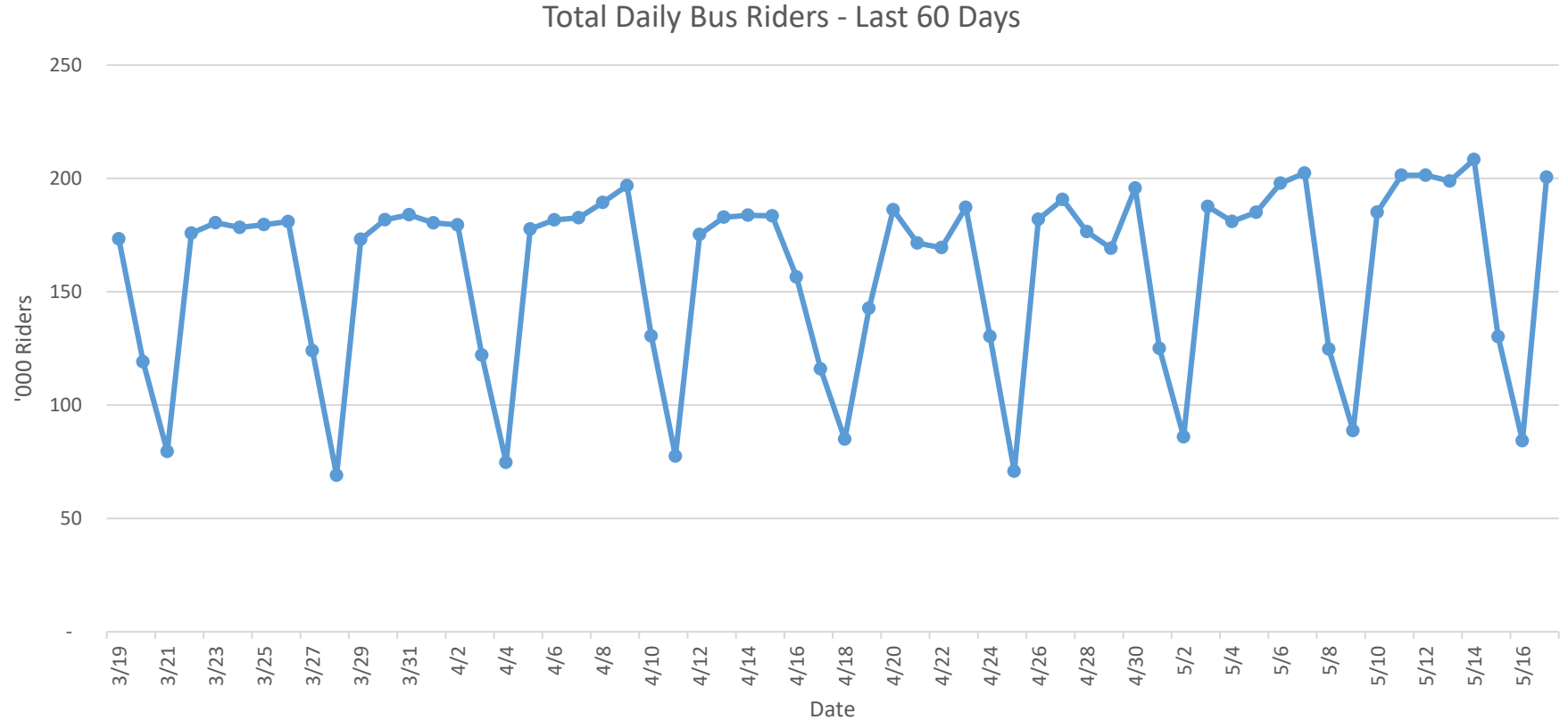


Gated validations data by line and station are available in this [public folder](#) and continue to be updated on the [Data Blog](#). The data is also continuously updated and visualized on the [MassDOT Mobility Dashboard](#).



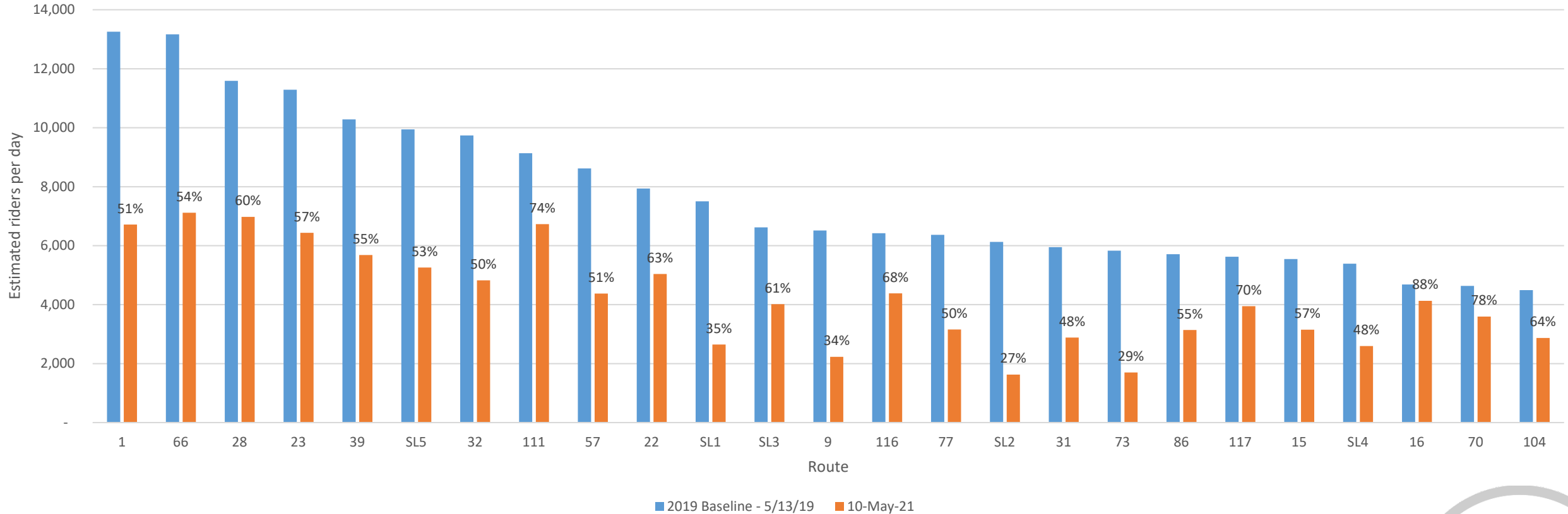
Bus Ridership Trends

- Ridership estimated from APCs.
- 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 5/13/19 vs. Week of 5/10/21, Top Routes by Ridership



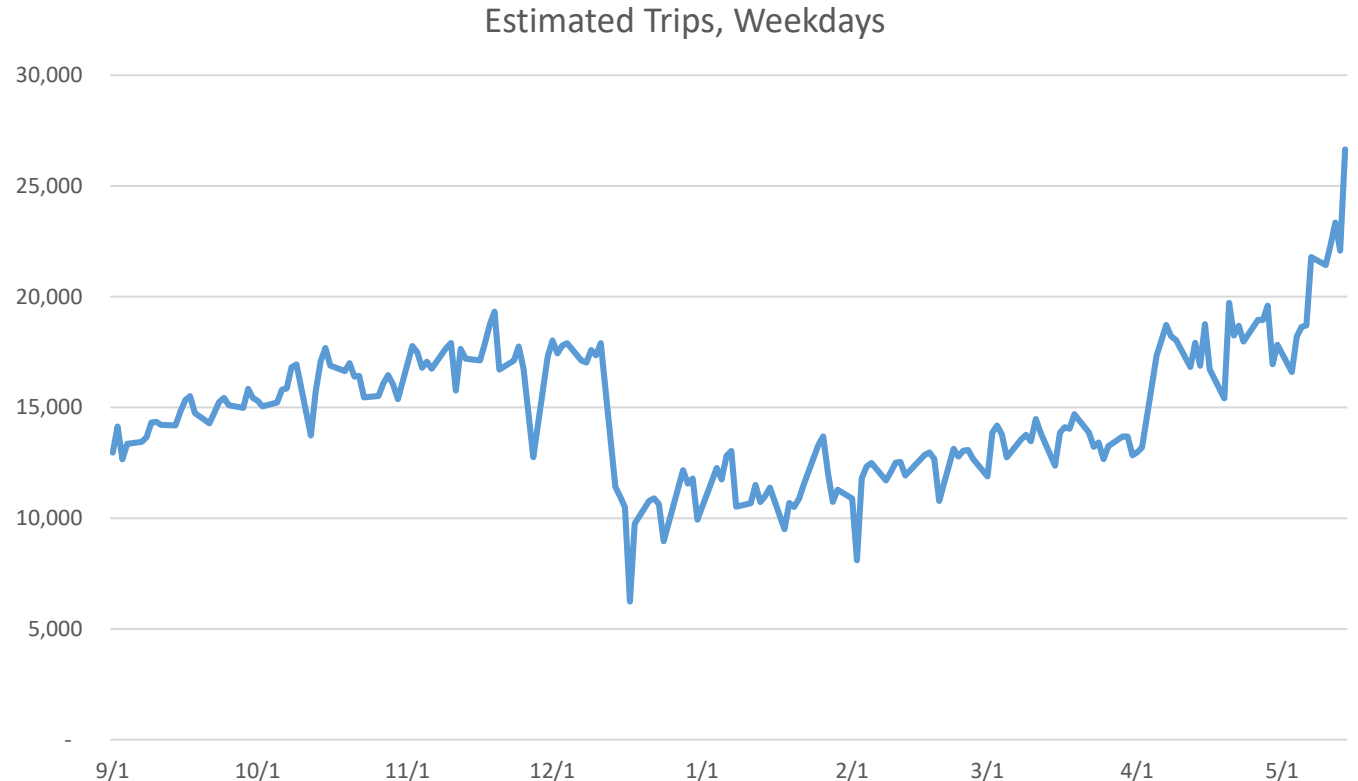
*This chart displays average daily ridership by week, representing the most recent week available. The included routes represent the current top 20 as well as the top 20 routes pre-COVID.



Commuter Rail Ridership (through 5/7)

- 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 (5/10 - 5/14)
- The current baseline comparison is approx. 122,800 trips, putting the period of 5/10 - 5/14 at 18.9% of pre-pandemic normal.

	Estimated Daily Ridership, Weekdays (5/10 - 5/14/21)	Estimated % of 2018 Weekday CTPS Counts (all day)
Fairmount Line	970	37%
Fitchburg Line	1038	11%
Framingham/Worcester Line	2901	16%
Franklin Line	1738	15%
Greenbush Line	1110	18%
Haverhill Line	1658	23%
Kingston/Plymouth Line	1360	22%
Lowell Line	1570	14%
Middleborough/Lakeville Line	1469	21%
Needham Line	1056	16%
Newburyport/Rockport Line	3725	25%
Providence/Stoughton Line	4575	18%

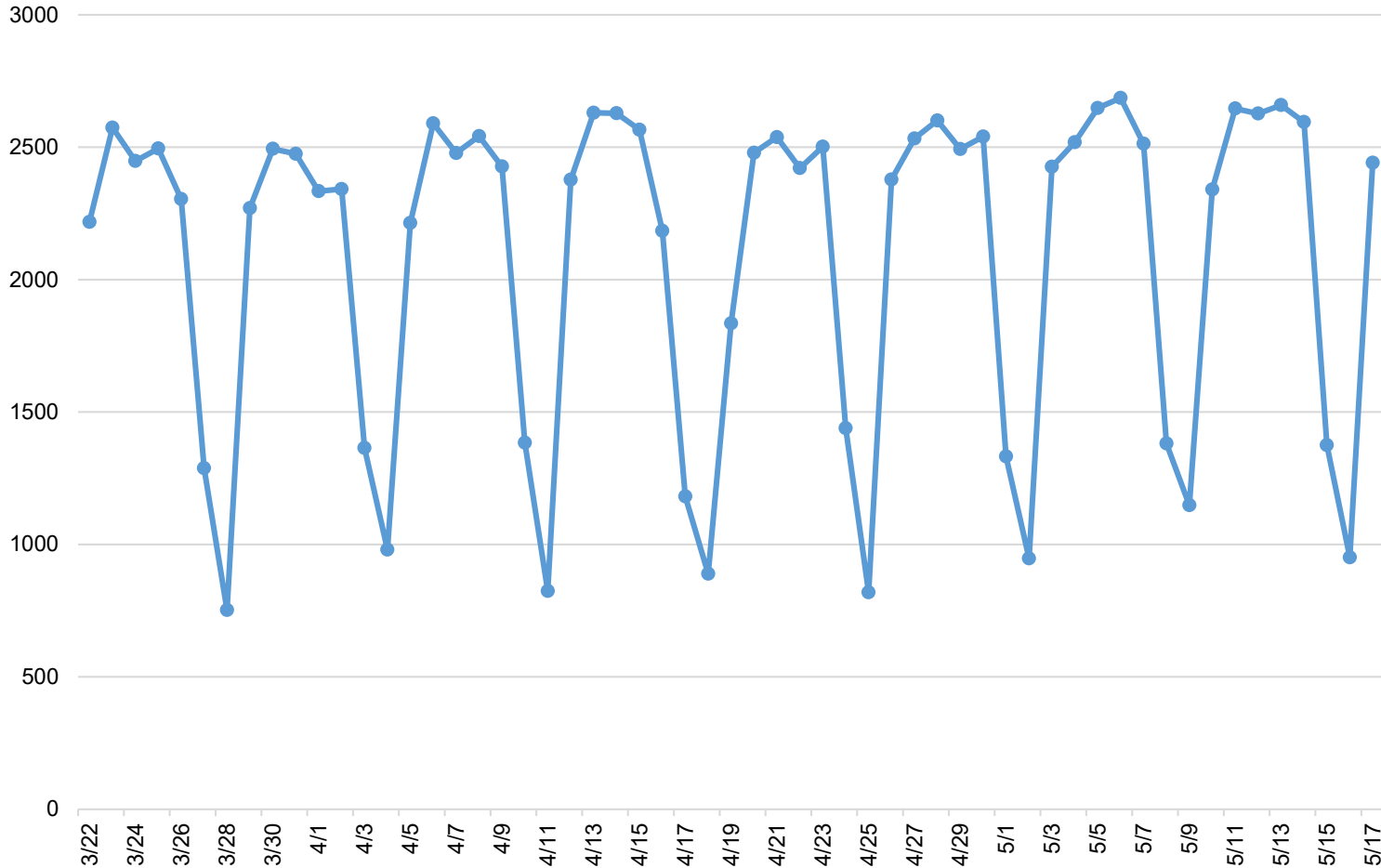


Ridership totals are aggregated from a combination of on-board conductor counts, counts of trains arriving at terminals, and automated passenger counters on-board trains.



The RIDE

The RIDE Trips per Day



- The RIDE reported an average of 2,573 trips per weekday last week.
- This about 1% higher than the previous week and 51% lower than the baseline (2/24/20 - 2/28/20).
- Recent ridership may be revised.



Ride Safer



Safety Precautions: Masks & Service Policies

- All riders and employees are [required by federal and state law to wear face coverings](#) while on MBTA vehicles and at all stations, facilities, outdoor bus stops, and outdoor platforms for the Commuter Rail, subway, and trolley systems, including those who are fully vaccinated.
 - Not doing so is a violation of federal and state law and failure to comply may result in denial of boarding or removal.
- Additionally, the following service and operations policies are in place to protect the health and safety of essential workers who rely on public transit, as well as our frontline staff:
 - Shared trips on [The RIDE](#) have been reintroduced. TREC remains closed to in-person appointments.
 - The [CharlieCard Store](#) is open with limited hours.
 - Standard fare collection processes have resumed on buses, trolleys, and The RIDE.
 - Bus operators have the option—with approval from the Control Center—to bypass a stop if they feel the bus is becoming too crowded to safely accommodate any more riders.



Capacity Policy Change

- As of May 29, 2021, per the Governor's announcement, all remaining COVID-19 restrictions will be lifted.
- Currently, as one way to combat the pandemic, the MBTA has been operating with a reduced crowding standard to ensure social distancing, while activity communicating these standards to our riders.
- On May 29, **the MBTA will revert to our pre-COVID comfort and crowding standards** as delineated in our [Service Delivery Policy](#).
 - We will be updating our rider-facing information on our applications, website, digital screens, etc. as soon as possible.



Service Updates



Summer 2021 Subway Service Changes—starting 6/20

- **Red & Orange Line** frequency—reduced 20% in Spring 2021—will be restored at/near overall Winter 2021 levels with some peak service shifted to midday to match ridership.
- **Blue Line** frequency—reduced by 5% in Spring 2021—will be restored to Winter 2021 levels or higher.
- **Green Line frequency** restorations are targeted where crowding is most pronounced, but is lagging slightly to allow for **GLX testing and training**.

	Weekday peak headways (minutes)			Midday headways (minutes)		
	Winter	Spring	Summer	Winter	Spring	Summer
Red branches	9	11	10	14	16	12
Red trunk	4.5	5.5	5	7	8	6
Orange	7	8	7	9	11	7.5
Blue	5	5.5	5	9.5	10	9.5
Green B	6	7.3	7.3	7.2	9	9
Green C	8.2	10	8.5	9	11	10.5
Green D	7	8.7	8	8	9	9
Green E	8	10	8.5	8	10	8.5

More midday service than pre-COVID due to ridership shift from peak

Largest Green Line frequency improvements to E Line

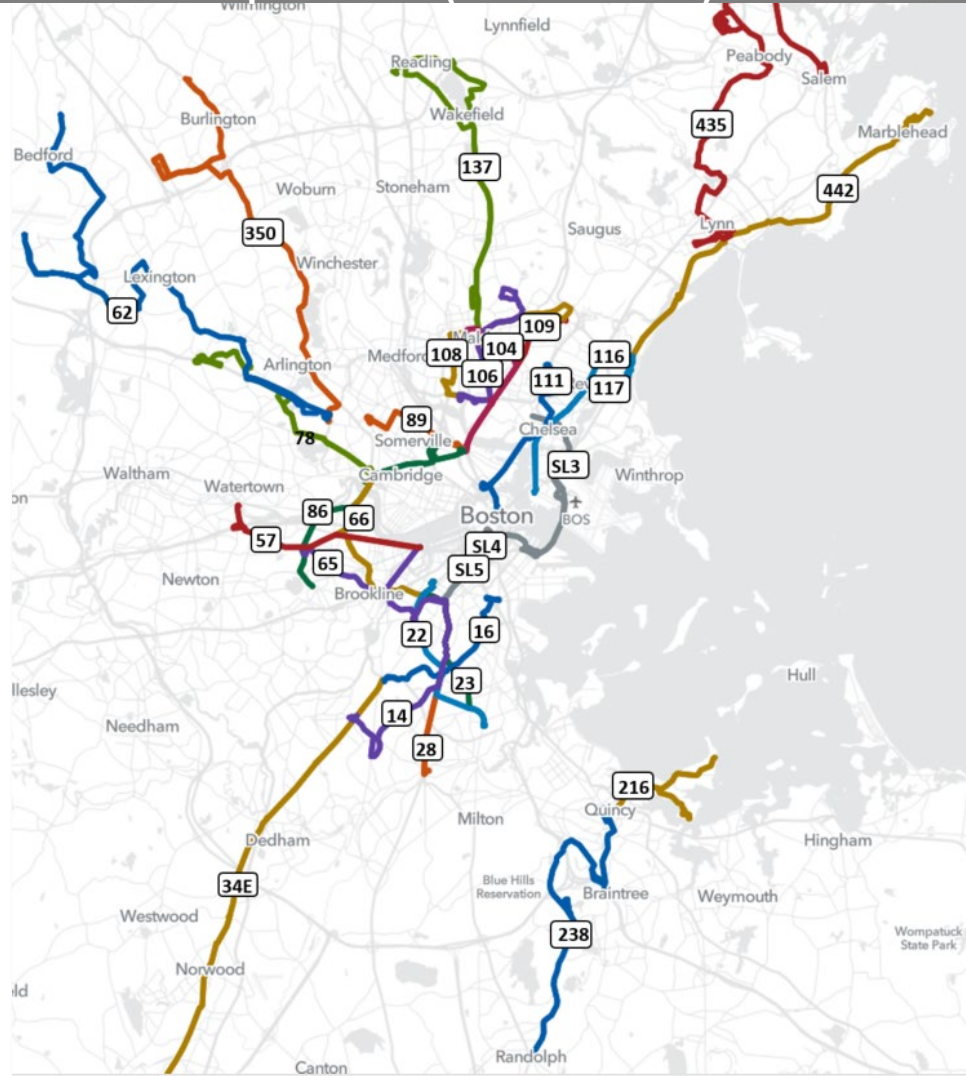
Summer 2021 Bus Service Changes—starting 6/20

What's changing	Routes affected
Routes with increased frequency	7, 8, 14, 15, 21, 23, 24, 28, 31, 60, 62/76, 65, 70, 71, 73, 77, 78, 91, 104, 109, 111, 116, 117, 137, 216, 222, 350, 455
Route with both increased and decreased frequency	442--Midday and PM frequency improvement between Ocean Ave and Wonderland due to crowding; reduced frequency to Swampscott/Marblehead at peaks
Service restorations for routes eliminated in Spring 2021 (full or partial)	18, 52, 55 (to Copley), 68
Routes with routing changes	435 (extended Danvers – Salem to fill in for 465)



Summer Service - continued

Routes with significantly more weekday service than pre-COVID (Summer 2021)



Nearly 30 routes will continue to have more weekday service than pre-COVID

**137, 216, 62, 78 and 435 include trips from combined routes*



FMCB Transition



Topic Areas

- Bus Transformation
- Capital Investment Plan
- Contracted Services
- Fare Transformation
- Fares and Parking
- FMCB Annual Report
- Forging Ahead/Service Changes
- GLX
- GLT
- Human Resources
- Operating Budget
- Regional Rail Transformation
- Red/Orange Line Transformation
- Safety
- Service Pilots
- Service Policies
- South Coast Rail
- Strategic Planning
- Title VI



Rail Grade Crossing Safety Campaign



Rail Grade Crossing Safety

- On Tuesday, June 1 at 11:00am, a kickoff event in support of National Safety Month will take place at South Station.
- The MBTA and our partners at Keolis, the FRA, and Operation Lifesaver will highlight our Rail Grade Crossing Safety messaging campaign during the month of June.
- The campaign includes digital displays within MBTA stations, on MassDOT digital highway billboards, on RMV branch digital displays, and on social media.



MBTA in-station digital displays

