



Massachusetts Bay Transportation Authority

GM Report

Steve Poftak, MBTA General Manager

June 23, 2022

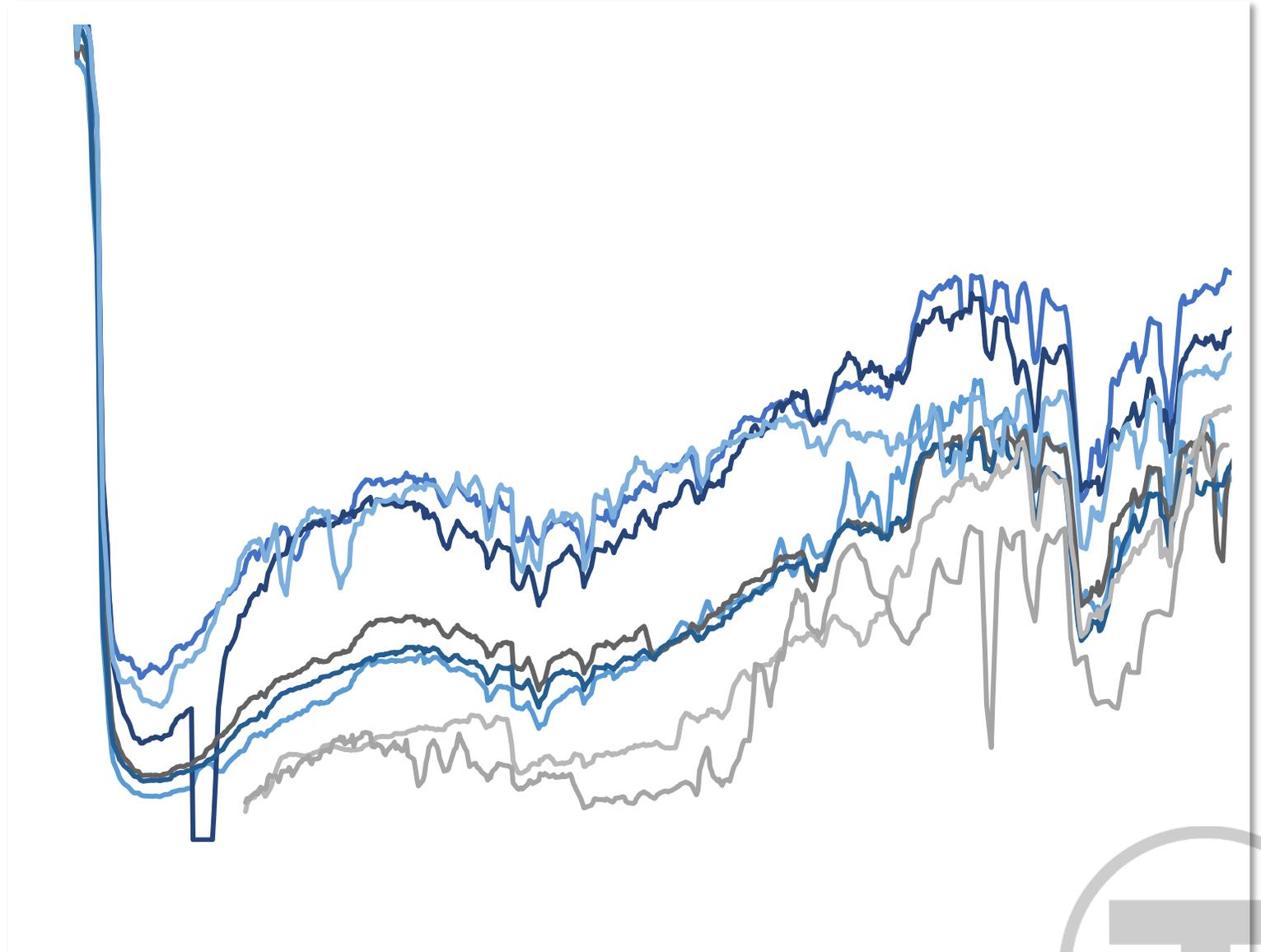


Overview

- Ridership Update
- HRU Bi-Level Coaches Update
- Bus Network Redesign Outreach Update
- Community Outreach for May
- FY23 Fare Changes
- Diversion Updates:
 - Blue Line Surge #2 Completed, Pedestrian Improvements
 - ATC Commuter Rail Diversion Completed
 - North Station Signals Replacement
- Green Line Incidents
- Possible Orange Line New Car Battery Issues
- MBTA Employee Appreciation!



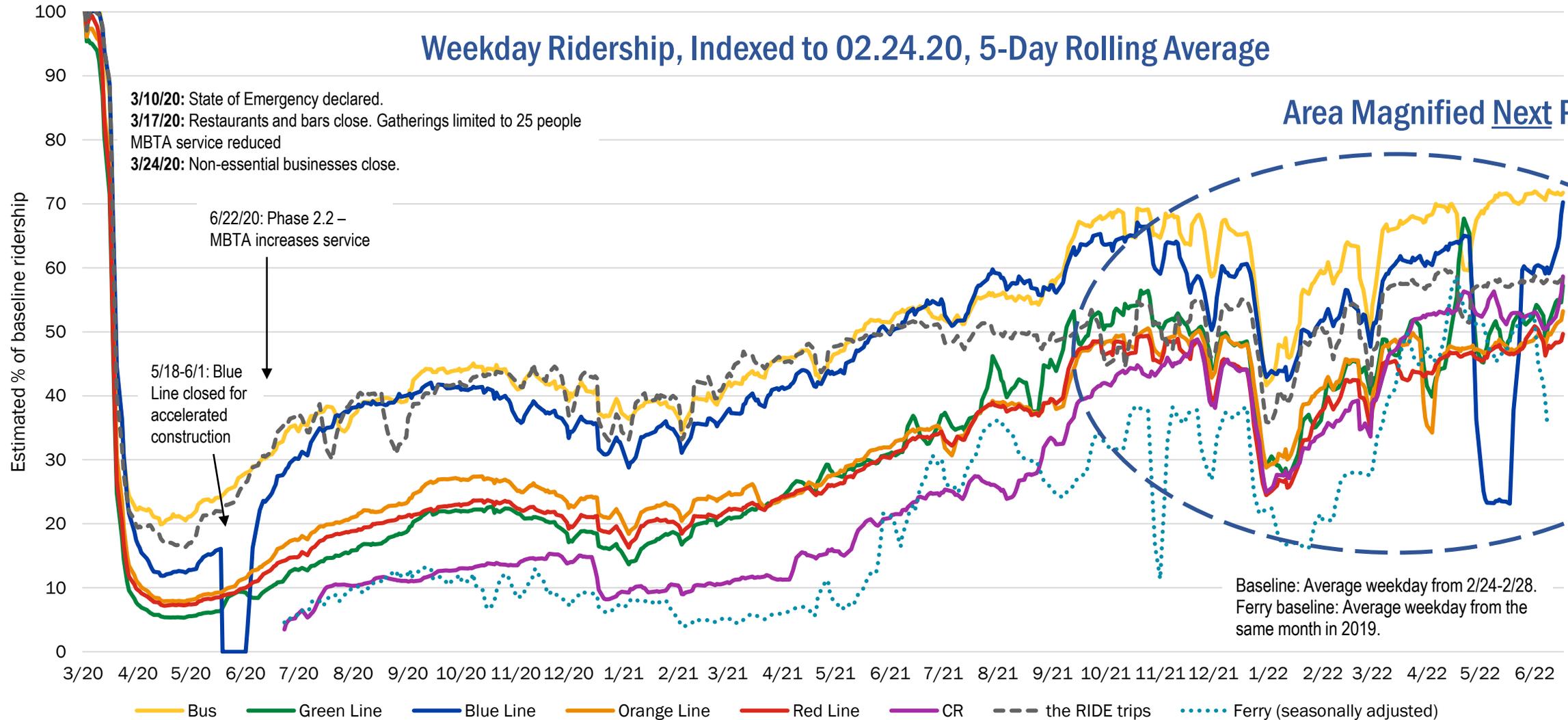
Ridership



Pandemic Impact - Ridership Trend

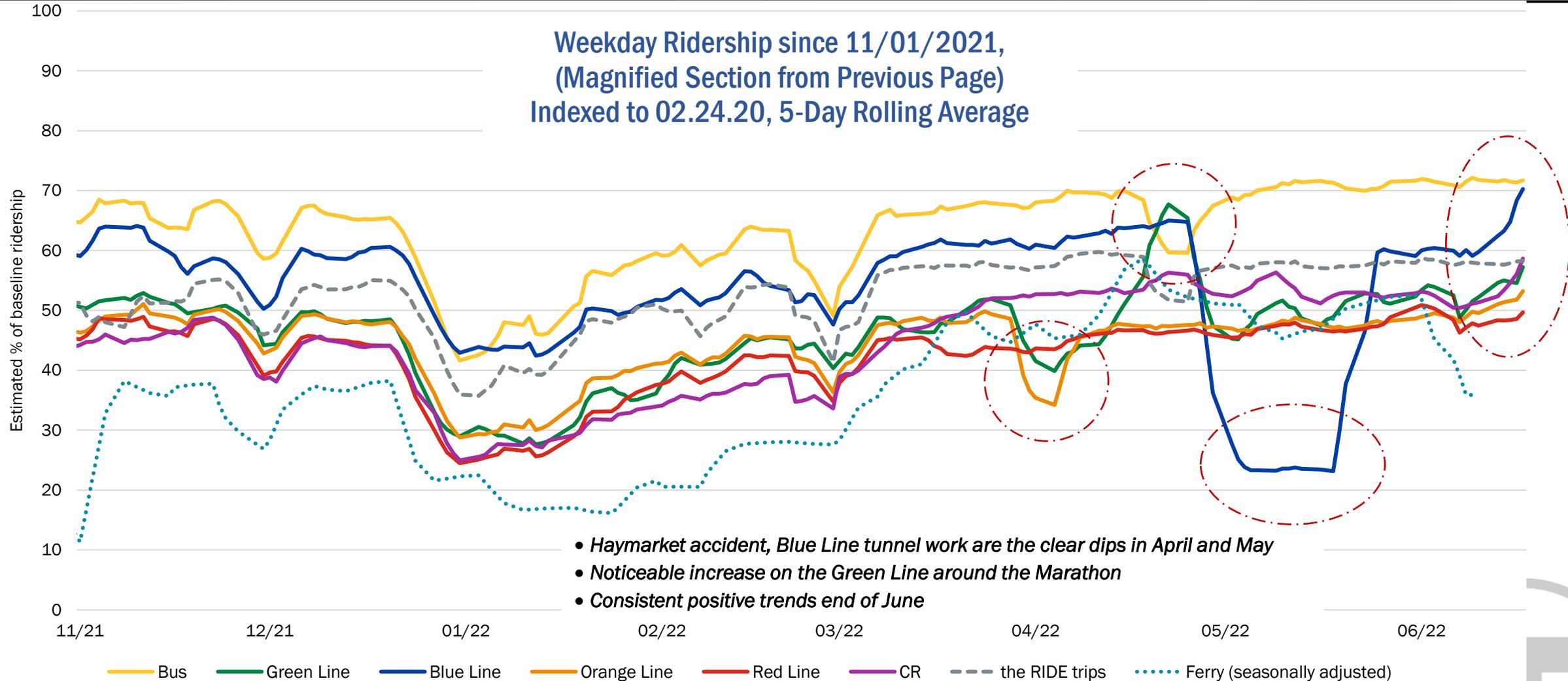
Weekday Ridership, Indexed to 02.24.20, 5-Day Rolling Average

Area Magnified [Next Page](#)

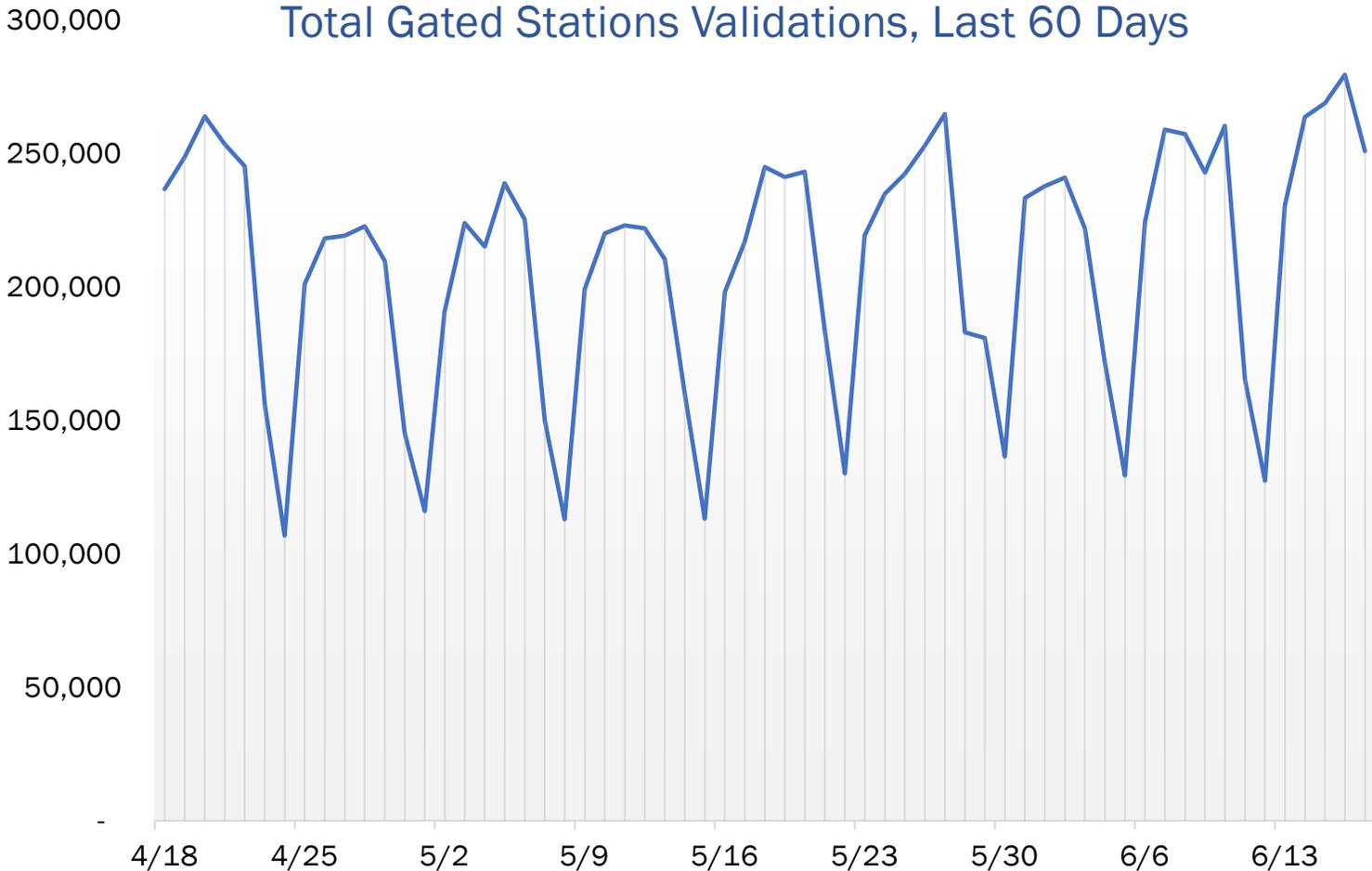


Pandemic Impact - Ridership Trend

Weekday Ridership since 11/01/2021,
(Magnified Section from Previous Page)
Indexed to 02.24.20, 5-Day Rolling Average



Gated Rapid Transit Stations



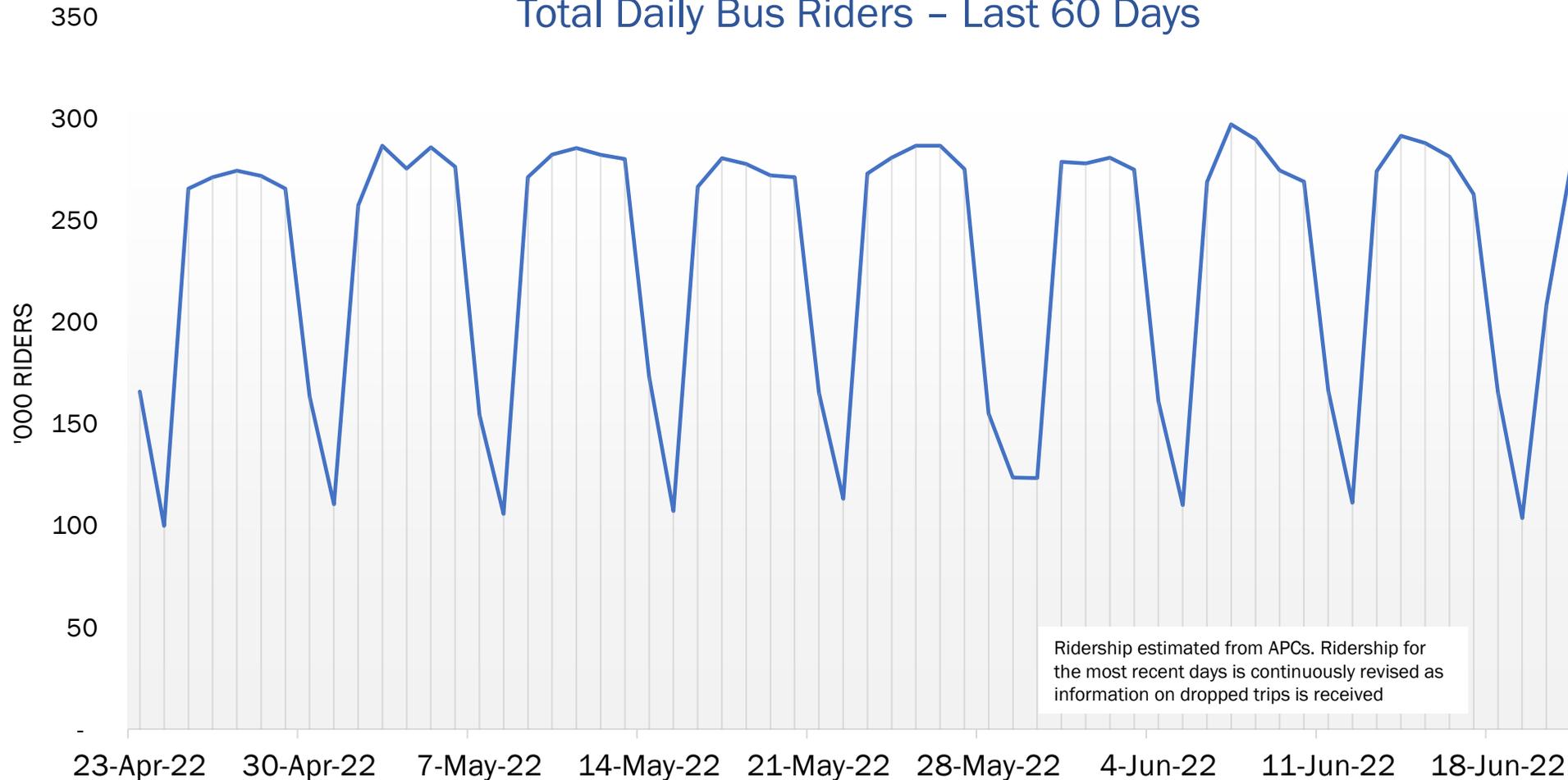
- Subway gates averaged 259K validations per weekday last week - a 4% increase from the previous week and a **new COVID-era weekly high**.
- We also set a COVID-era daily record of more than 279K validations on Thursday 6/16.

LINE	CHANGE IN VALIDATIONS
	June 2019 weekday average vs. June 13-17, 2022, weekday average
Blue	- 36%
Green	- 47%
Orange	- 49%
Red	- 50%
Total Gated Stations	- 48%



Bus Ridership Trend

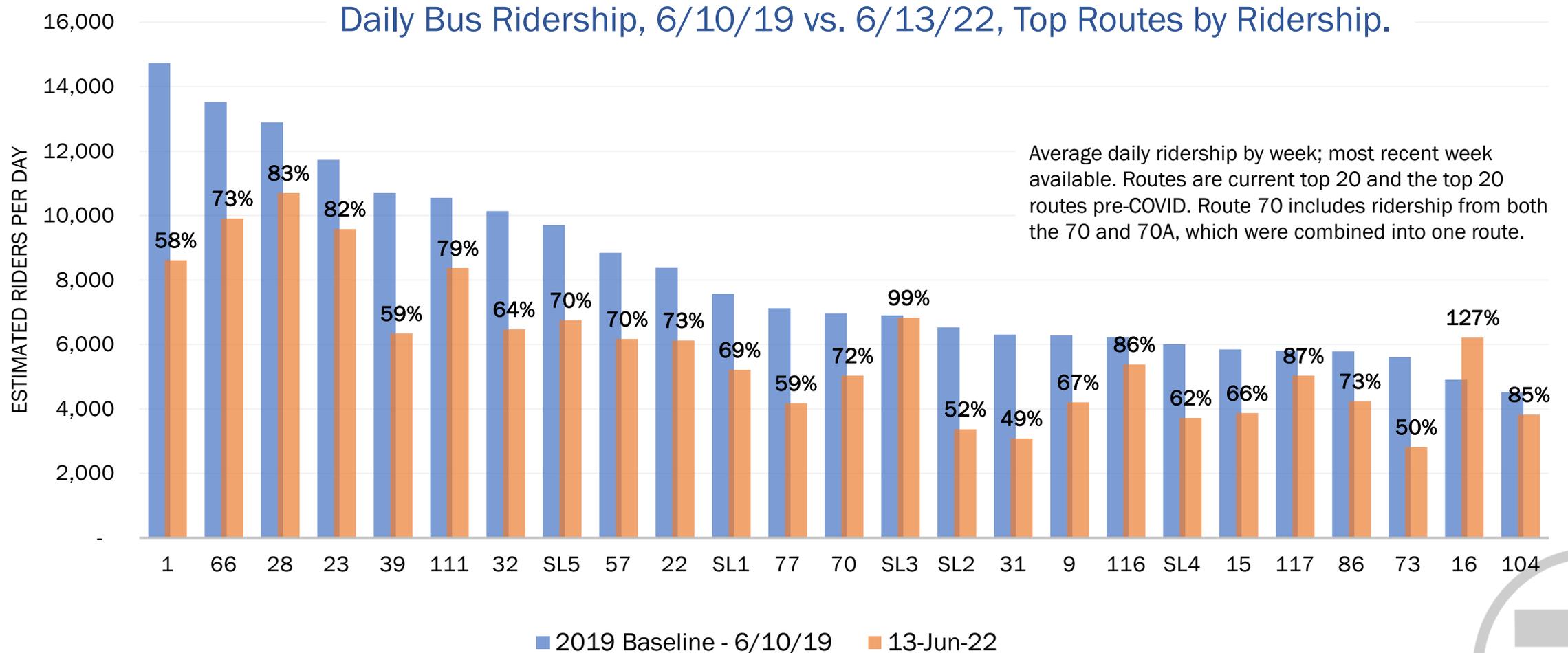
Total Daily Bus Riders – Last 60 Days



- Bus ridership averaged 280K riders per weekday last week, unchanged from the previous week.
- Ridership is about 69% of the 2019 baseline for this week.

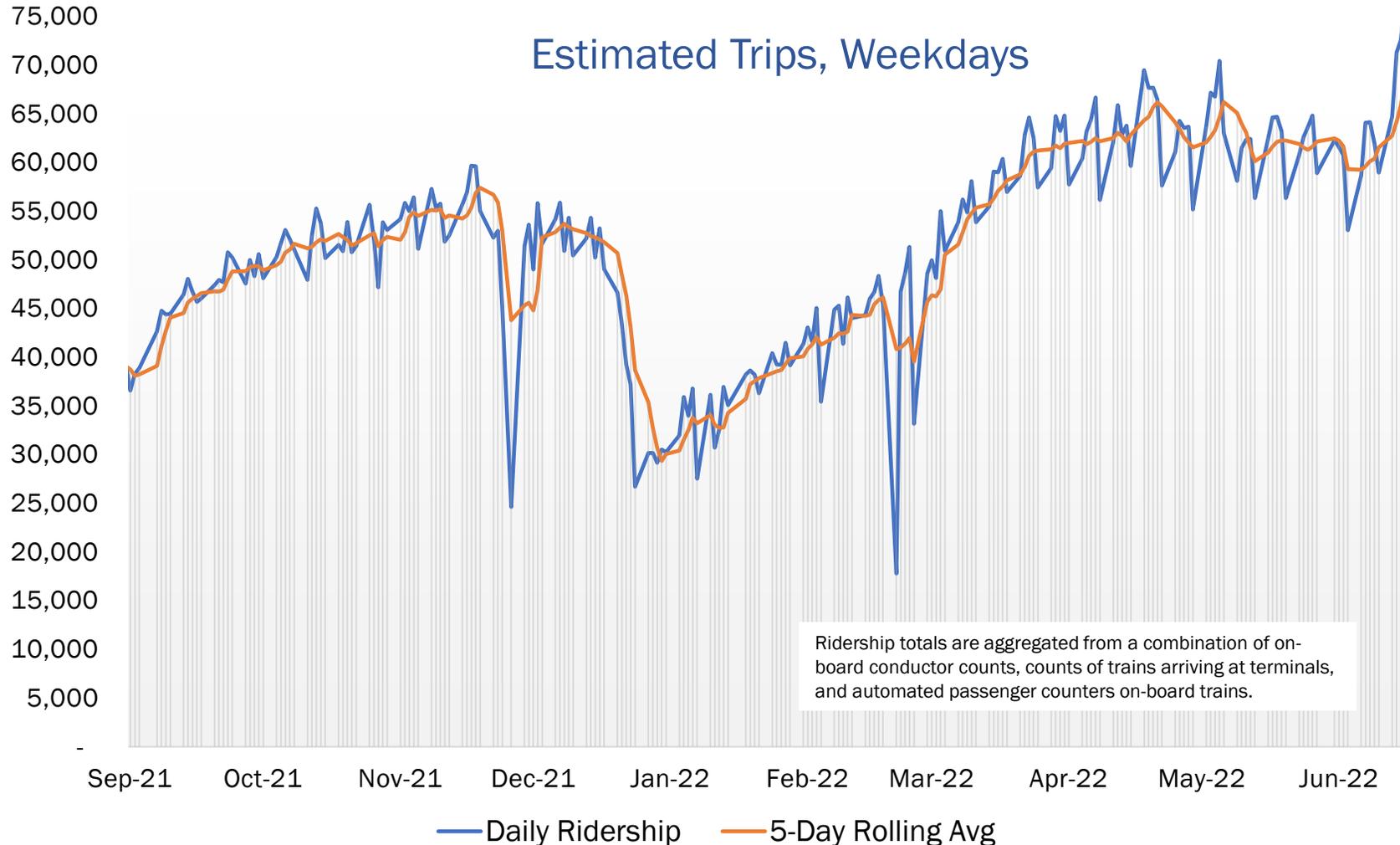


Bus Ridership Top Routes



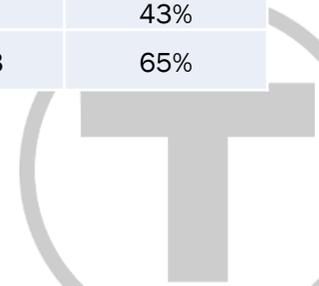
Commuter Rail Ridership

Estimated Trips, Weekdays



CR ridership averaged ~70K trips last week; the Newburyport/Rockport line returned to full service. This was a COVID-era record, a 14% increase vs. the previous week, and a 6% increase excluding the Newburyport/Rockport lines. (Thanksgiving Day is excluded.)

COMMUTER RAIL LINE	Estimated Daily Ridership, Weekdays June 13-17, 2022	Estimated % of 2018 Weekday CTPS Counts
Fairmount	2,219	84%
Fitchburg	4,780	51%
Framingham/Worcester	10,237	55%
Franklin	6,506	56%
Greenbush	2,564	42%
Haverhill	4,014	56%
Kingston/Plymouth	4,153	68%
Lowell	5,022	46%
Middleborough/Lakeville	3,810	56%
Needham	3,827	57%
Newburyport/Rockport	6,487	43%
Providence/Stoughton	16,753	65%

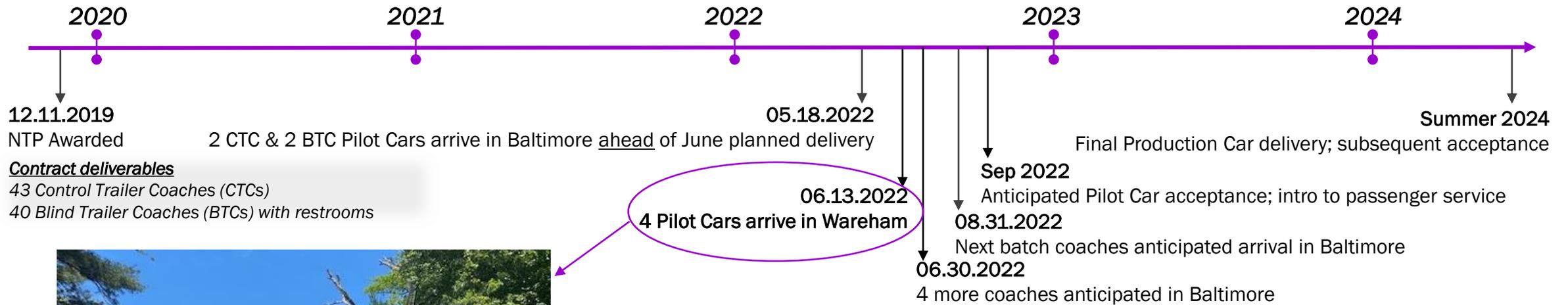


First 4 HRU 83 Bi-Level Coaches Arrive in Wareham/Rochester

Update



HRU 83 Bi-Level Coach Schedule & Procurement



- The **first 4 coaches** arrived at the commissioning center in Wareham / Rochester **June 10, ahead of schedule**. VE will be performing incoming inspections and other tasks over the next ~week in prep for testing.
- VE will continue working with RROPs / Keolis, Safety and other stakeholders to prepare these for service in the coming months. **Current estimate to enter service is early September.**
- We are working with Customer Experience and Public Affairs to determine the **best way of communicating this to the public.**



Bus Network Redesign

Outreach Phase 2
Update

Better
Bus
Project



Making transit
better together

Bus

May 16

Bus Network Redesign

BNRD re-imagines the MBTA's bus network to better reflect the travel needs of the region; creating an improved experience for current and future bus riders. Our bus network must adapt to the region's changes. Essential to the region's economy, the bus serves our most transit-dependent populations.

BUS NETWORK REDESIGN BENEFITS:



275,000 more residents near high frequency service

115,000 residents of color gain access to high frequency service



40,000 low-income households will gain access to hi-frequency service



25% increase in bus service across the network

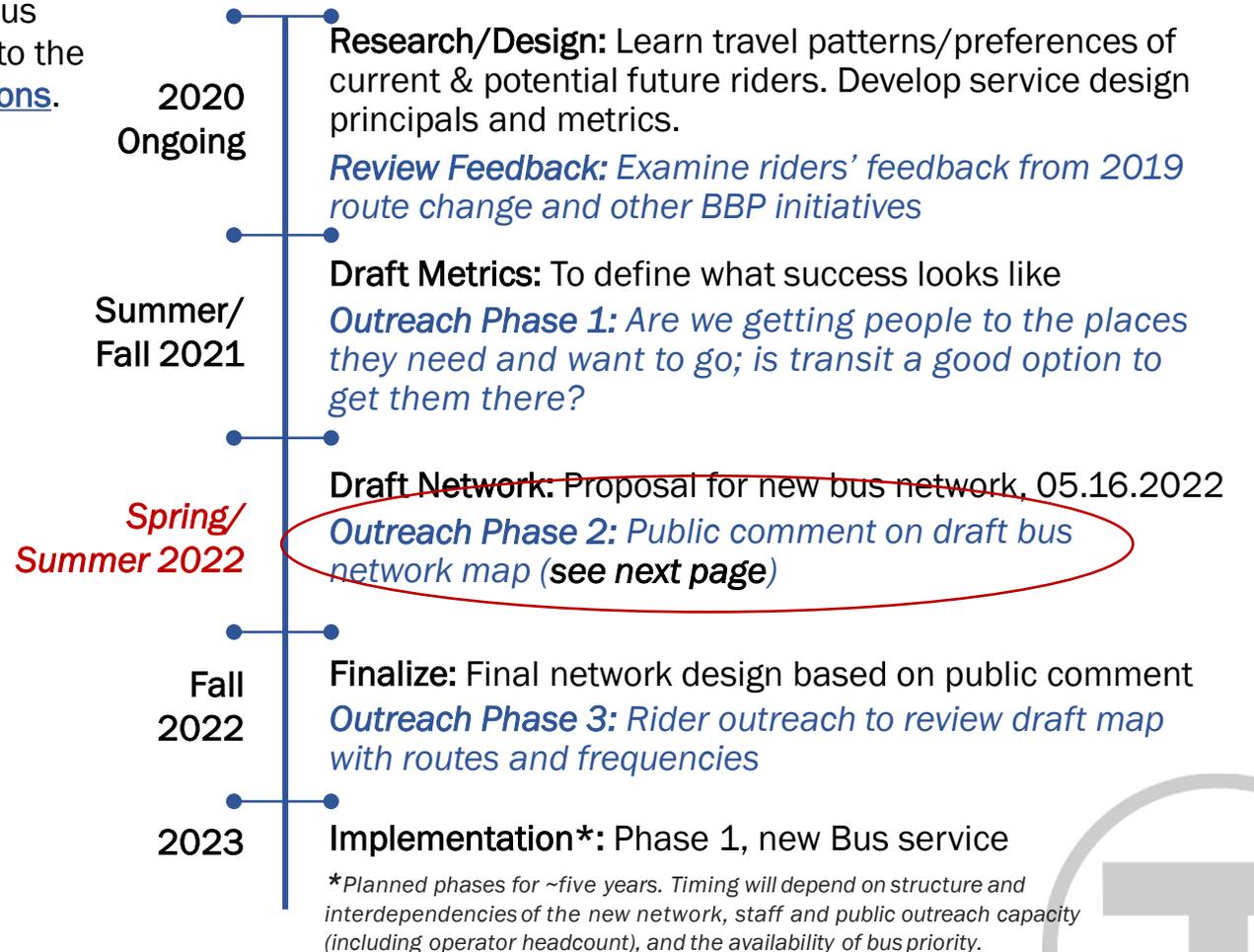


200,000 more residents gain access to fast and frequent service to LMA



70% increase in weekend service

BUS NETWORK REDESIGN TIMELINE:



Additional BNRD Outreach highlights



MBTA staff conducting outreach in Dewey Square

- ✓ **3500+ riders** engaged at stations throughout the system
- ✓ **2500+ comments/feedback** ...online form in **multiple languages**
- ✓ **Focus groups with 100+ people** held in **multiple languages** in partnership with community organizations
- ✓ **Outreach materials** translated in **9 languages**
- ✓ **Engagement with Operators and the Training School**
- ✓ **Car cards on buses, digital ads at stations, and a project video**
- ✓ **Participation in other community events** such as Mayor Wu's Coffee Hours, T-Talks, City Council Meetings, etc.
- ✓ **Advertising in multiple languages** in newspapers and radio



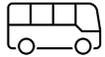
Community Outreach

May

Building Community Relationships, Broadening Outreach



The **Community Engagement Team is heavily partnered with the BNRD team** to help with planned



community outreach, station open meetings and street teams to



achieve the **BNRD Outreach Phase 2**

of the project timeline. Efforts include making introductory meetings to help introduce the BNRD project team and hosting follow-up meetings to expand outreach efforts.

Advocates are thrilled to participate.

Attendance and participation has

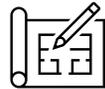
been solid and street teams'

marketing efforts have been

successful. Feedback has been

active. Some example groups:

- The Route 55 Coalition
- Powerful Pathways
- Mass Senior Action Council



The DD is finalizing the first Community Engagement specific **outreach meeting for early July in the Quincy area with local organizations.**



The DD met with Vine Street Community Center for an introductory meeting with their senior group and to mention **projects in their area.** They **provided crucial feedback about the RIDE and certain bus routes.**



The team attended Mayor Wu's coffee hours and **connected with community group leaders.**



Community Engagement planned a **Day of Service** with **CX and Policy teams**, early June, to **clean a community garden in Lynn.**



The DD met with the City of Lynn Health Department and Lynn Food Project to discuss **community service projects** we can partner on near the train station.



The DD has met with various neighborhood groups to hear their concerns and provide follow up to their questions. These groups range in area from **Lynn to Quincy.**



Fare Changes Effective July 1



Fare Changes Effective July 1, 2022

Changes to fares and pass products **go live July 1**, satisfying 3 key goals:

- (1) adding pass products for **reduced fare riders**,
- (2) increasing **ridership** while maintaining stable revenue, and
- (3) **simplifying** fare rules logic.

REDUCED FARES

- Expand Monthly Passes to all modes for Reduced Fare Riders
- Allow Reduced Fare LinkPass to be valid on 1A and Inner Harbor Ferry
- Introduce 7-day LinkPass for Reduced Fare Riders

RIDERSHIP

- Lower Price for 1-day LinkPass from \$12.75 to \$11
- Make Permanent mTicket 5-Day FlexPass on Commuter Rail (became permanent March 2022)

SIMPLIFICATION

- Allow Second Transfers on Subway/Bus and between Express Buses

Visit [MBTA.com/2022farechanges](https://www.mbta.com/2022farechanges) for more information



Diversion Updates



Blue Line Surge #2. Wonderland to Orient Heights

05.22 – 06.08

BENEFITS Safety and state of good repair for Blue Line operations



SCOPE

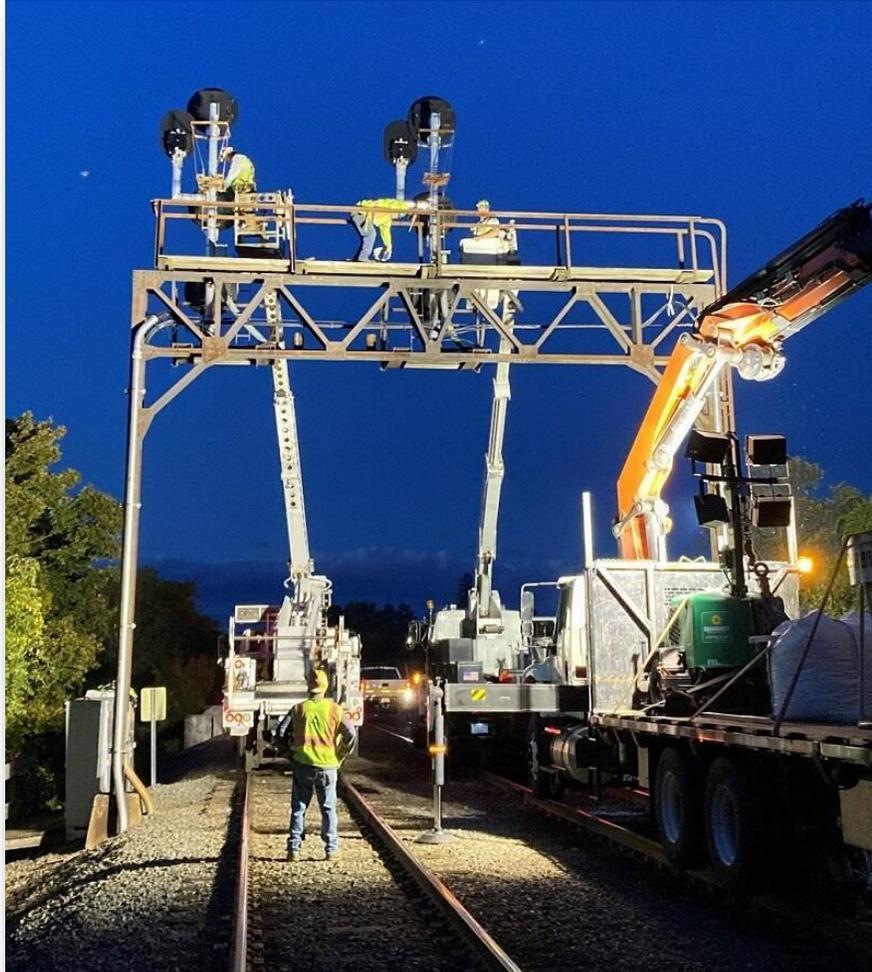
- Suffolk Downs: Re-construct pedestrian bridge over tracks
- Wonderland: PVC conduit replacement
- Beachmont: Sidewalk and Plaza reconstruction
- Operations: Electrical lighting upgrades

RESULTS

- Wonderland: Upgraded station utilities to meet current code compliance (electrical, communications and fire life safety systems). This work could have taken nearly 1 year if done during off-revenue windows. **The 18-day surge approach saved a tremendous amount of time for that work effort.**
- Plaza/sidewalk upgrades at Beachmont
- Lighting replacement at Revere Beach and Wonderland, Signal repair/replacement work
- Track upgrades at Revere Beach, Tactile repairs at Suffolk Downs, Corridor tree trimming
- Right of Way fence repairs / replacement between Orient Heights and Suffolk Downs along the corridor.



Positive Train Control & Automatic Train Control



PTC & ATC outage on **Newbury/Rockport Line**:

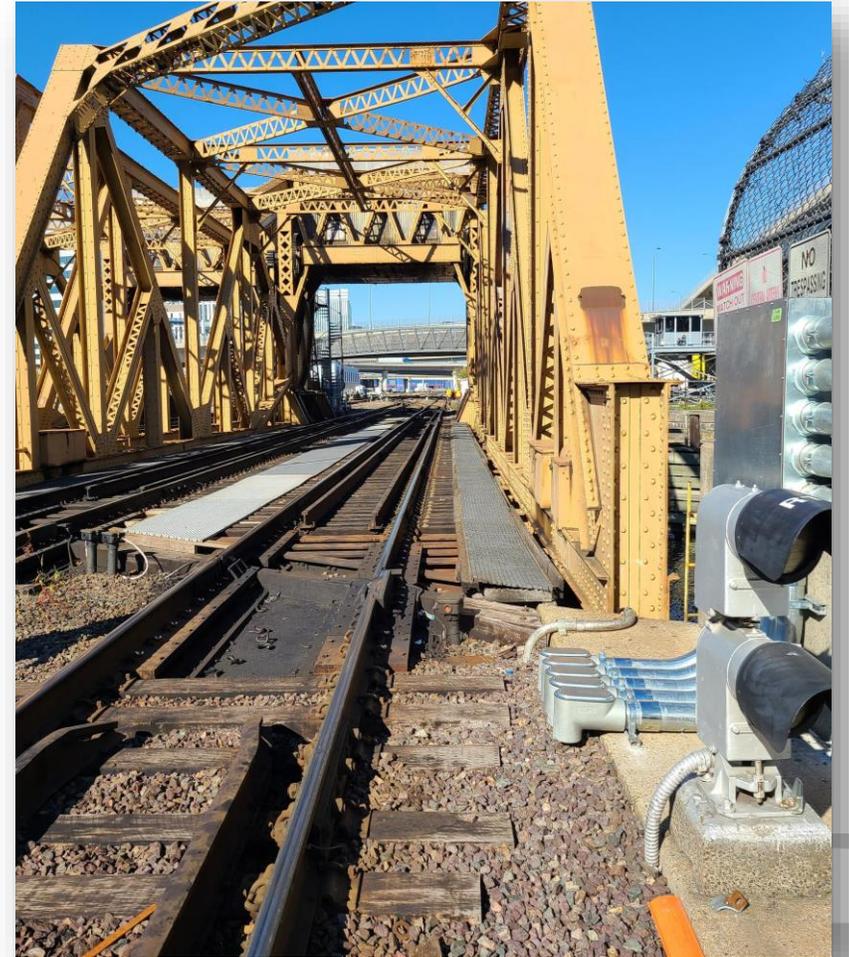
- Completed installation and commissioning of ATC between Newburyport and Salem (19 miles).
- Performed installation work for ATC between Salem and Everett and on the Gloucester Branch.
- Bridge work at Commercial Street and Shepard St in Lynn was also performed under separate projects during these outages (Piggyback work). Installed micro piles and cut to finish grade. This action would have been up to 8 weekends of single track just to install micro piles.
- Next series of outages begin July 9



Upcoming Surge: North Station Signals Project

Look ahead for improved safety: North Station Terminal Area Signal System Improvement Project.

- Obsolete signal system that controls the movement of MBTA Commuter Rail and Amtrak trains in and out of North Station will be replaced.
- New, state-of-the-art microprocessor system will require less maintenance and reduce failures and train delays.
- The area includes a complex network of tracks and switches that connect the station tracks at North Station, five major Commuter Rail lines, and the Boston Engine Terminal, where trains are stored and maintained.
- Work begins July 9 and impacts 3 lines: Haverhill, Lowell, Newburyport/Rockport



Green Line Incidents



June 1 – GL Collision & Subsequent Derailment

- **Description:** June 1 at ~9:22p.m., the striking “two streetcar” train was traveling westbound from Haymarket to Government Center at 9 mph and collided with a “two streetcar” train that was already in the Government Center Loop, and moving on proper signals at a speed of 5.7 mph. There were no passengers transported for injuries, and all four Streetcar Motorpersons were taken to Mass General Hospital. Service resumed June 2 at 1:45 p.m.
- **Cause/Issue:** The striking train failed to stop at the Double Red Signal before entering the loop.
- **Actions:**
 - Green Line Ops issuing rule reminders for Double Red Signals and Attention to Duty.
 - Green Line Ops increasing signal compliance audits, especially in the area of the incident.
 - Safety Department will also increase signal compliance audits.

Investigation is ongoing.



June 14 – GL Unintentional Coupling at Slow Speed

- **Description:** June 14 at ~9:20p.m., two GL “double streetcar” trains unintentionally coupled on the Government Center eastbound platform at a slow rate of speed. The striking train entered the station; stopped, then resumed moving forward slowly to ensure all doors were on the platform... and, while in slow motion, the train unintentionally coupled on to train in front, which was already berthed at the platform. Three trains in the eastbound tunnel between Park Street and Government Center were safely evacuated. There were no injuries or visible damage. Service resumed between Park Street and Government Center at ~11:08 p.m.
- **Cause/Actions:** Cause/s and mitigating actions are currently under consideration.

Investigation is ongoing.



Possible Orange/Red Line New Car Battery Issue



Out-of-Service Car, Battery Failure

- An out-of-service car experienced a battery failure at Wellington Yard early June 20.
- As safety is top priority, the MBTA has decided to keep all the new Orange Line and Red Line cars out of service while vehicle engineers and technicians work to determine the failure root cause and implement whatever corrective actions may be necessary.
- An update on the status of the cars will be provided as soon as engineering completes its work.
- The purpose of the battery is to provide low voltage DC power to control all the electrical equipment on the vehicle (e.g., door controls and propulsion controls) and to power the lighting, signage, and all communications equipment.



Employee Appreciation Day



More than **5,000 meals** were served at **more than 11 facilities** throughout the MBTA system.

Thank you to all of our dedicated employees!



Thank you!

