



Massachusetts Bay Transportation Authority

GM Report

Steve Poftak, MBTA General Manager

July 19, 2022

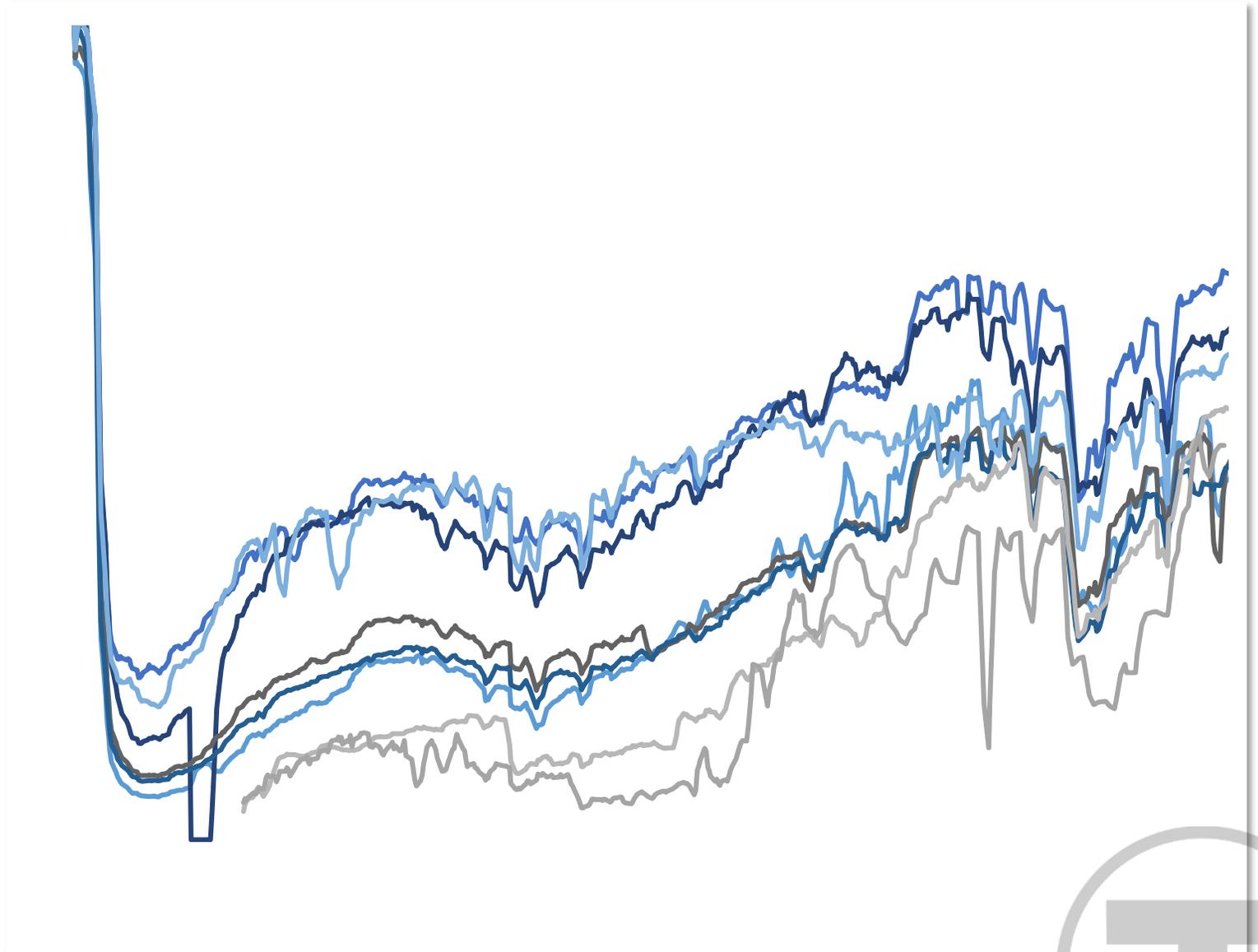


Overview

- Ridership Update
- MBTA FY23 Staffing Plan
- Winchester Station Groundbreaking
- Haymarket Garage Follow-on Incident
- MBTA's July 4th Operations
- Progress on Subway Line Diversions and Track Updates

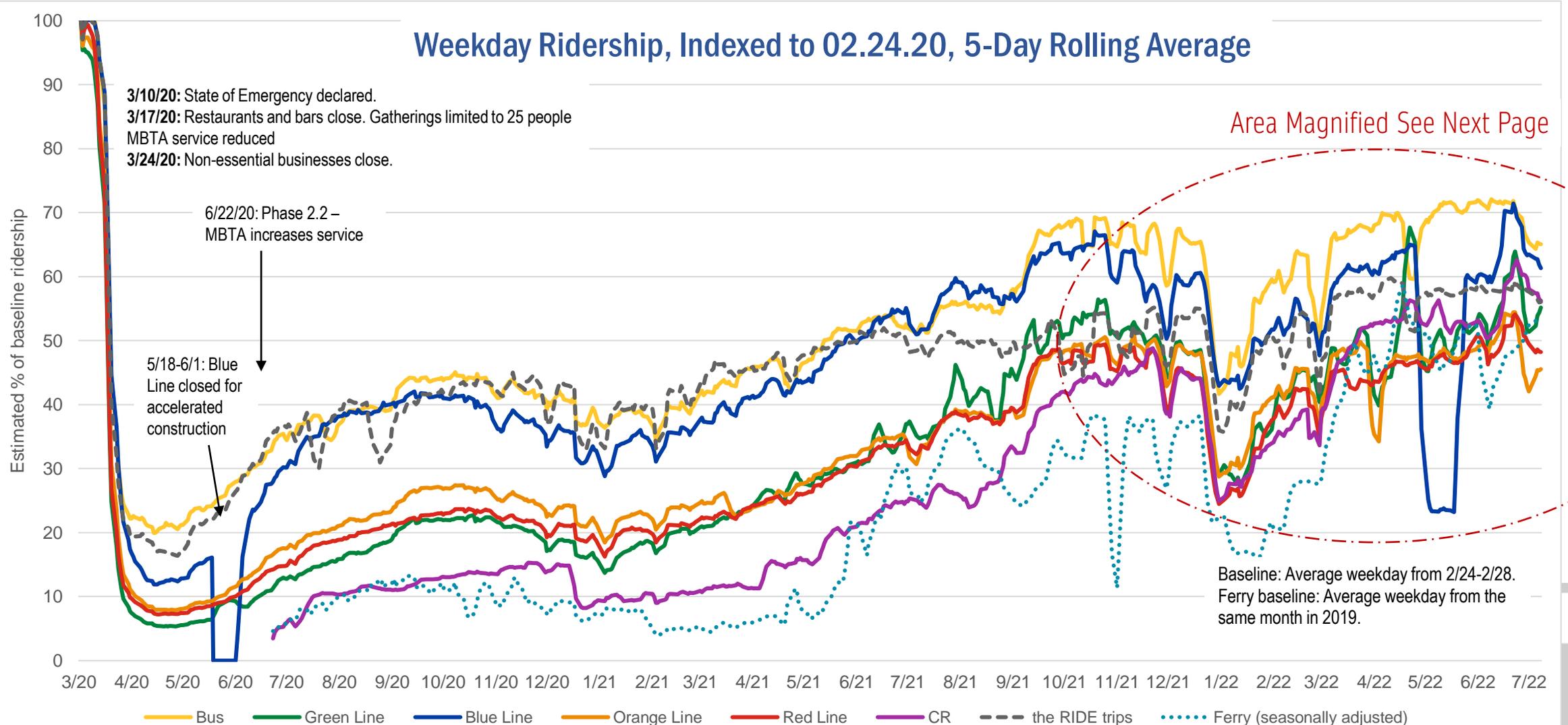


Ridership



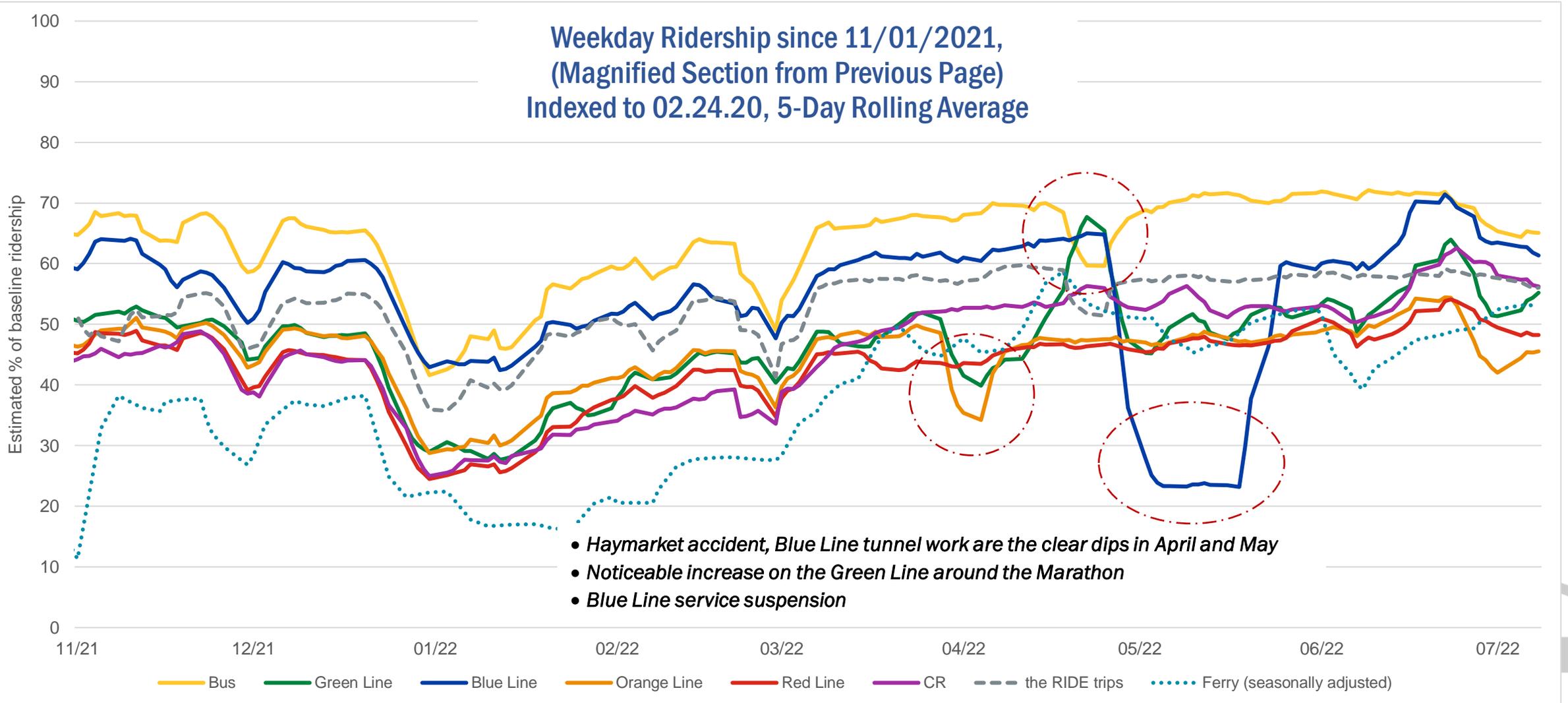
Pandemic Impact - Ridership Trend

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

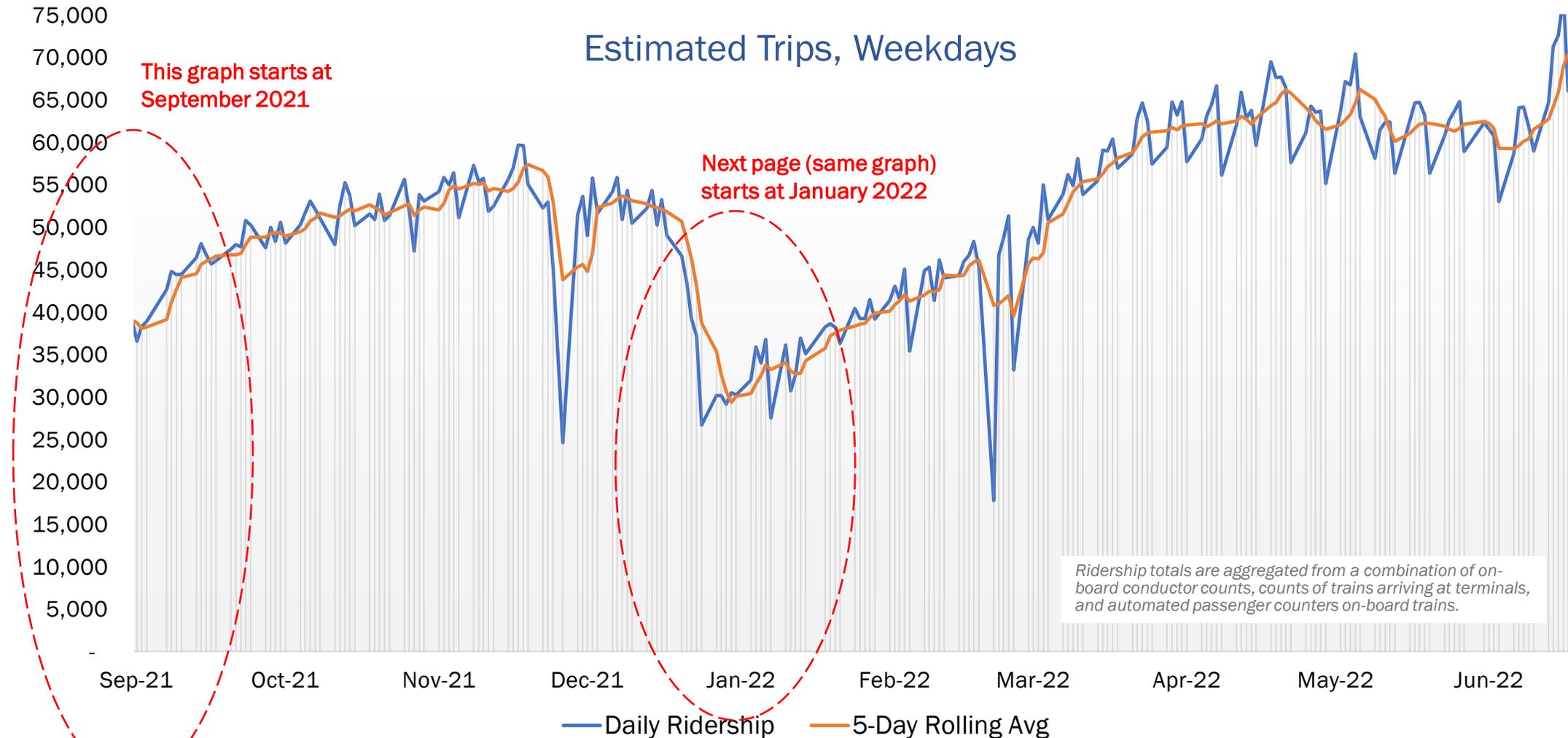


Pandemic Impact - Ridership Trend

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



Commuter Rail Ridership



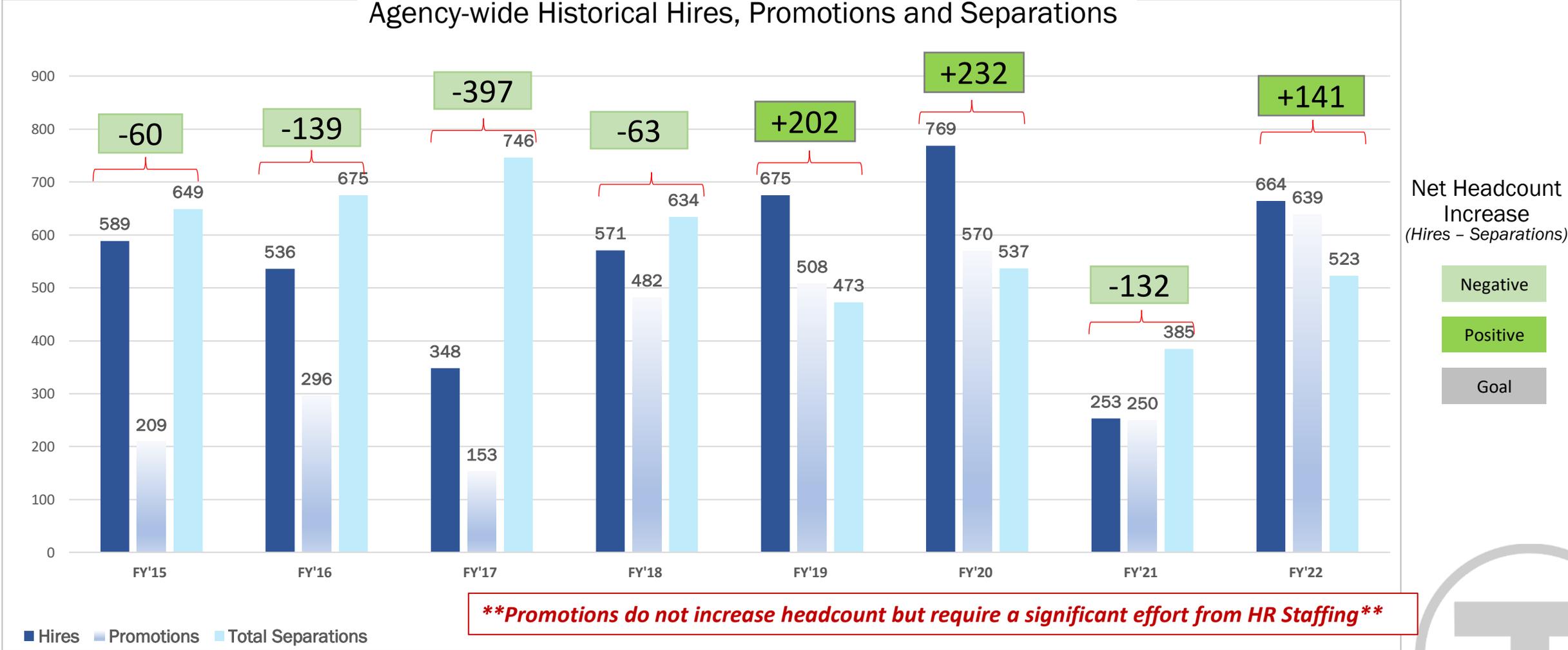
MBTA FY 23 Staffing Plan



FY22 Agency-wide Hiring Actuals

As of: 6/30/2022

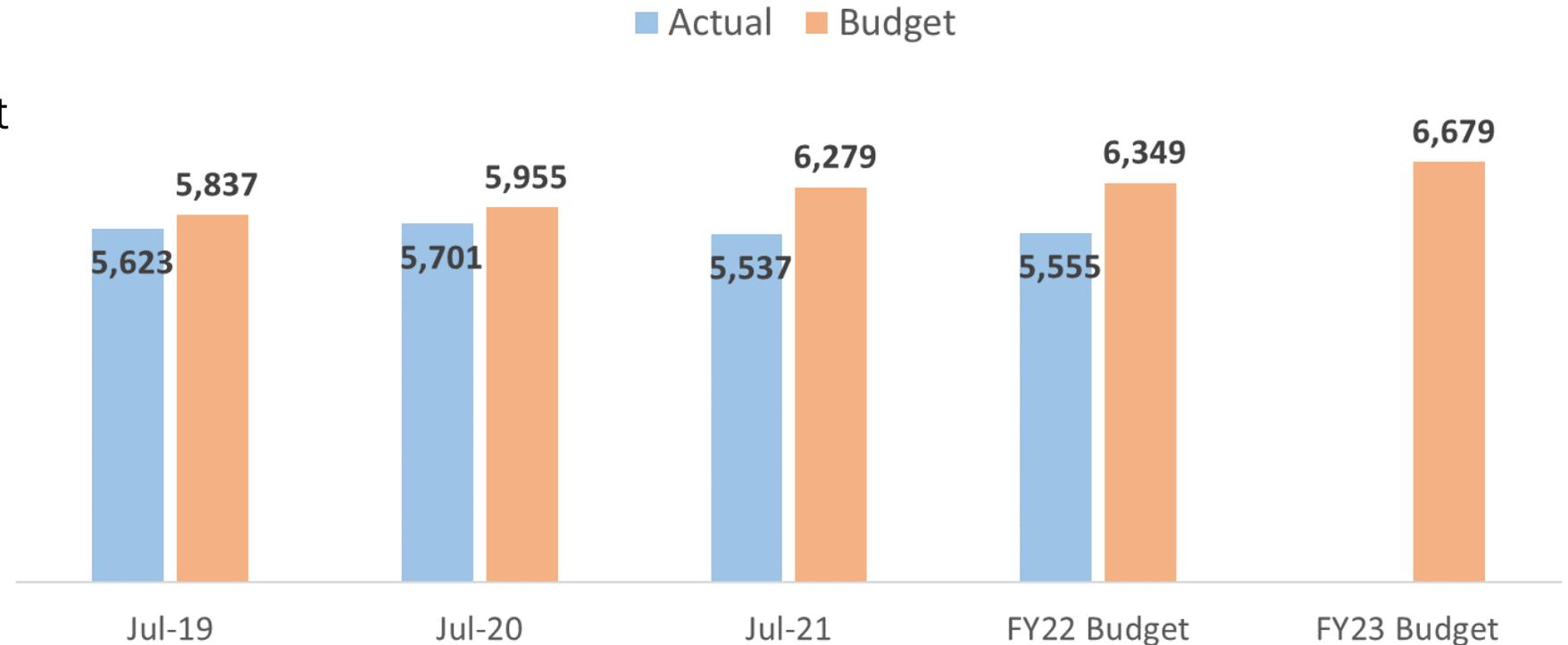
Agency-wide Historical Hires, Promotions and Separations



Historical Active Operating Staff Headcount

- 6,679 Operating Department budget positions in FY23, 330 (5%) above FY22 budget
- FY23 Operating Department budgeted headcount is 1,056 positions or 19% above pre-pandemic snapshot from July 2019
- The actual headcount is as of 06/30 each year

Historical Operating Active Headcount: 2019-FY23 Budget



FY22 Hiring Actions

As of: 6/30/2022

MBTA completed 1,303 employee hiring actions in FY 22

	FY22 Total Hires	FY22 Total promotions	FY22 Total Hiring Actions
Capital Programs	47	32	79
Programmed Hiring	389	356	745
<i>Bus Transportation - Operators</i>	215	244	
<i>Light Rail - Motorperson</i>	115	88	
<i>Heavy Rail - Motorperson</i>	59	24	
Support Services - Vacancies & Backfills	90	44	134
Operations - Vacancies and Backfills	138	207	345
Totals	664	639	1,303

* Does not include promotions



Hiring Plan Target for FY23

Developing a metric-based hiring capacity plan for HR to identify monthly targets and necessary staffing levels in HR and increased positions for RPO, establishing capacity to process up to 174 hires/month

	Capital Budget	Operating Budget	Total
Total FY23 Budgeted Positions	763	6679	7442

	Capital Budget	Operating Budget	Total
Vacancies	254	761	898
Additional FY23 Budgeted Headcount over FY22	117	330	447
FY23 Known Hires	254	1,091	1,345
Estimate Backfill (10% of total)	76	668	744
FY23 Hiring Plan Target	330	1759	2089

These numbers do not include additional unbudgeted headcount requests as a direct result of the FTA directives which will be incorporated as the CAPs are submitted



Prioritizing & Expanding Hiring Efforts

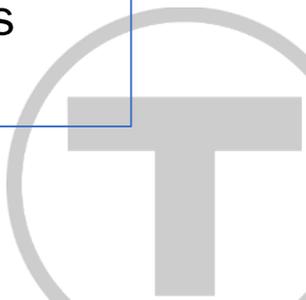
The MBTA is looking to continue to capitalize on the effort and momentum created in FY22 by re-designing the recruiting structures and developing aggressive hiring goals for FY23 that prioritize safety positions.

FY22 Activities

- Streamlining hiring cycle times
- Modernizing and digitizing steps in hiring process
- Increasing marketing, benefits and outreach to address challenging labor market
- Restructured and doubled the size of the HR recruiting staff

FY23 Activities

- Setting aggressive, data-driven monthly hiring prioritizing safety positions
- Incorporating current and projected FTA directives into analysis and planning
- Identifying and adding 19 staff positions across HR to meet the projected FY23 Hiring Target.
- Increasing the capacity of 7Steps, the MBTA recruitment firm, from 350 to 600 positions for FY23.





Winchester Station Groundbreaking

MBTA Celebrates Winchester Center Commuter Rail Station Groundbreaking, June 30

COMPLETELY RENOVATED 🚧 ~\$50M 🚧 ANTICIPATED OPENING SPRING 2024

The Winchester Center Station will be completely renovated to include structural safety repairs and improvements to safety, accessibility, and station capacity.

- Brand new high-level and accessible platforms to allow for easy boarding and to accommodate longer, nine-car trains that increase station capacity.
- Reconstructed access ramps and additional new elevators for better accessibility.
- Upgraded canopies, signs, railings, and lighting for safety and security.
- Additional benches, bike racks, a public address system, and other amenities for comfort and convenience.
- updated walkways, sidewalks, and parking lot areas.



MassDOT Secretary and CEO Tesler And community partners



Haymarket Garage Follow- on Incident

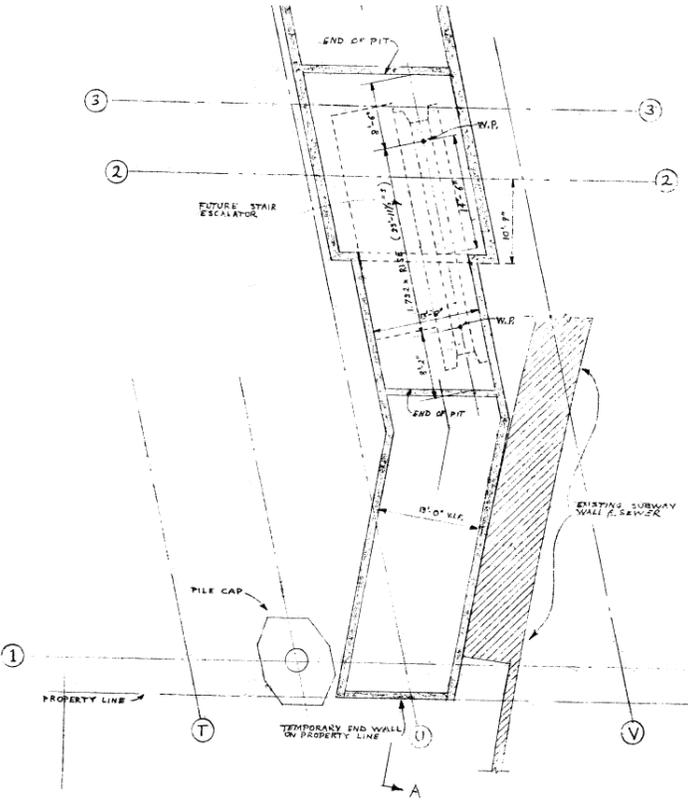


EXHIBIT X
PLAN 2 of 2

SK-40
PLAN OF SUBWAY CONNECTING TUNNEL
1/4" = 1'-0"
9 JUN 66

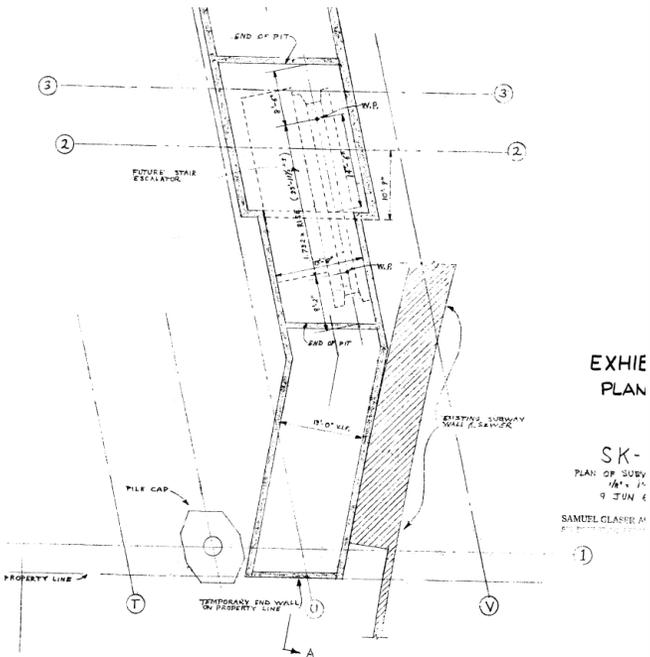
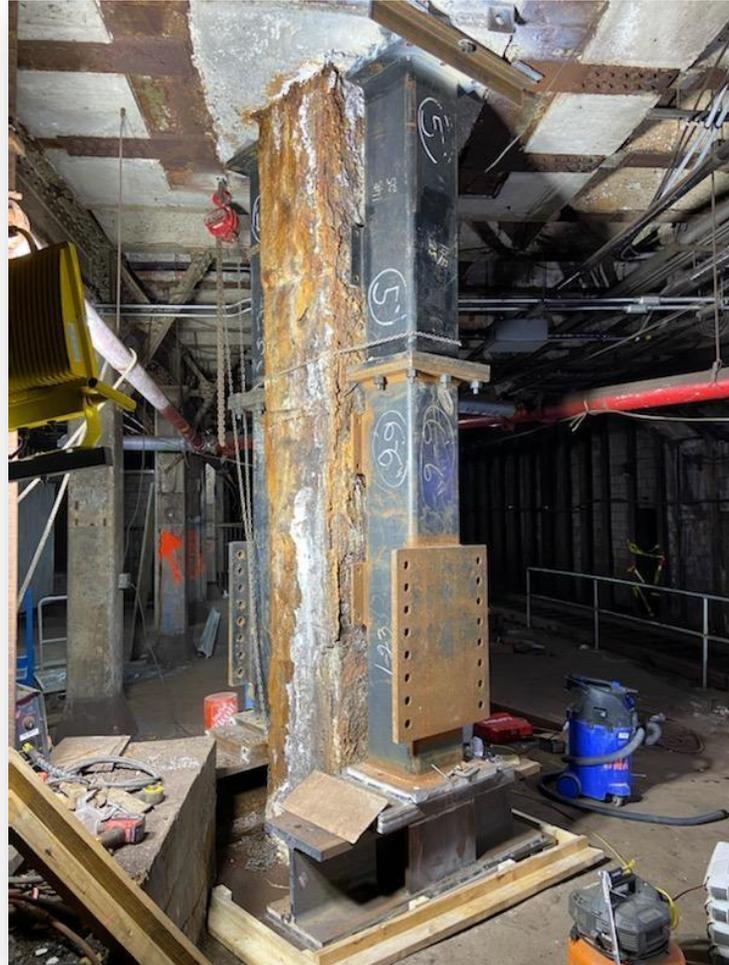
SAMUEL CLASER ASSOCIATES ARCHITECTS

SEE SK-58 FOR SECTION A-A
REVISED 7 JULY 1966

8069
581

Haymarket Garage Service Disruption

Press Release June 23 - MBTA Announces Green and Orange Line Service Disruption as a result of Government Center Garage project.

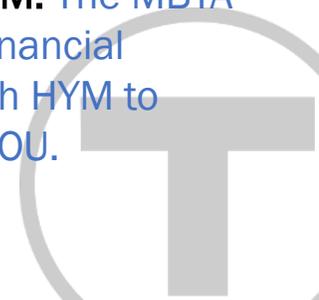


How many columns are there and how many were flagged for water damage? There are seven garage columns in the tunnel. All are the responsibility of HYM. One has been flagged for water damage.

Who constructed the columns and when did that construction take place? Based on the documents, the garage was constructed by the City of Boston in the 1960's.

HYM engineers inspected the columns as part of their initial project and plans as the columns are their responsibility. When did this take place? According to our records, the current owner inspected the tunnel, July 2021.

What is the financial impact of this and how much will the MBTA seek to recoup from HYM. The MBTA is in the process of determining the financial impact this will have and will work with HYM to recoup costs based on the existing MOU.



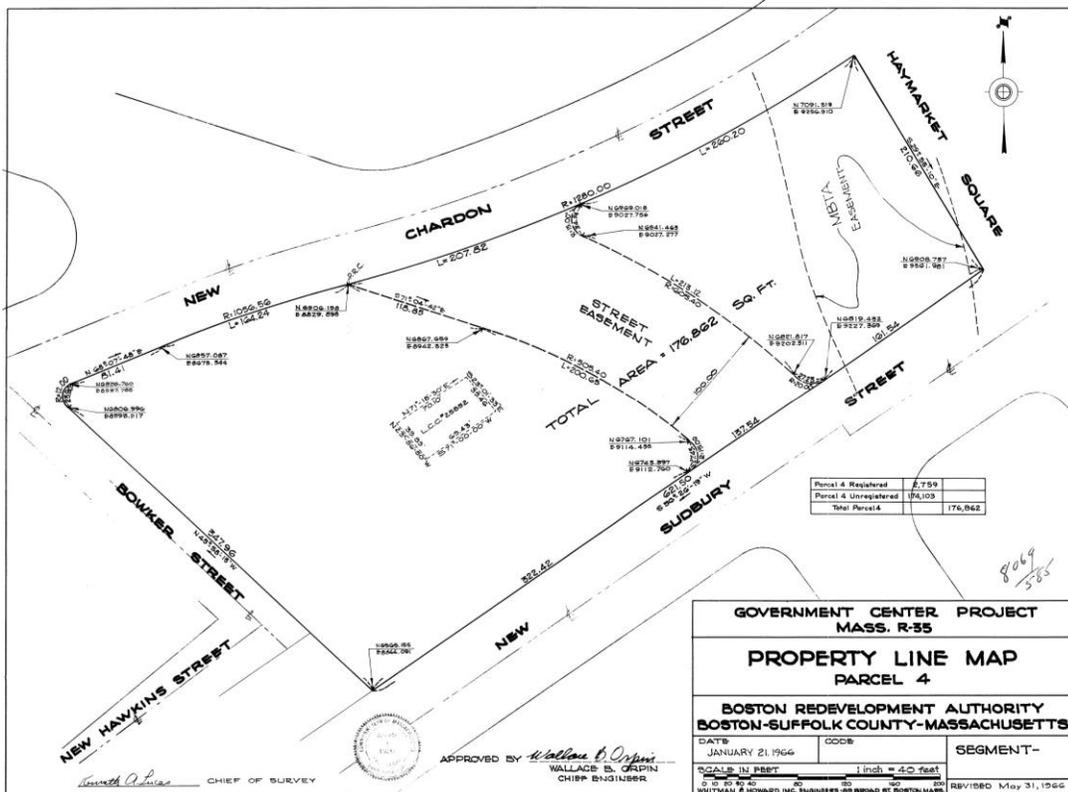
OL & GL Service Resumed June 26

Green and Orange Line Service Resumed, June 26

Following a comprehensive inspection of the infrastructure by internal and third party engineers and safety experts, an intensive assessment of the repair work performed, and subsequent testing of trains in the tunnels, the MBTA's team of structural engineers have determined it is safe for both Orange and Green Line train services to resume, effective immediately.

The Government Center Garage developer has installed the necessary supports to uphold the structure. Based on comprehensive inspections of the repair work, structural engineers and safety experts have deemed the structures and the surrounding infrastructure to be structurally sound.

Following the successful testing of trains in the tunnel, Green Line and Orange Line train service can safely resume. Structural engineers will continue to closely monitor the tunnel and infrastructure during daily Orange and Green Line operations.





4th of July Operations

Summary of MBTA operations for
the July 4th holiday

Successful July 4th Operations

July 4th operations proceeded according to plan with no notable issues!

- A **custom operations schedule** was created and executed as planned. Rider expectations were met or exceeded, particularly where additional staff were available.
- MBTA fares were free after 9:30 p.m.; therefore, turnstile statistics are not available.
- The OCC operated with **adequate staff; with enough dispatchers and supervisors.**
- **Sufficient vehicles were available**, particularly on the most used line, the Red Line, with the #14, #4 returned to service.
- Staff **absenteeism was low** which helped with overall operations.
- **The Charles MGH station** – the most used station from the Esplanade – operated with increased staff to help rider flow and additional Transit police were available for crowd control. Platforms filled in an orderly fashion and, once full, access was interrupted to fill trains, prior to allowing more to enter the platform. This approach worked well, in an orderly fashion, where the platforms filled but were never overcrowded.
- **In summary, a very successful evening for the first full July 4th since the onset of the pandemic.**





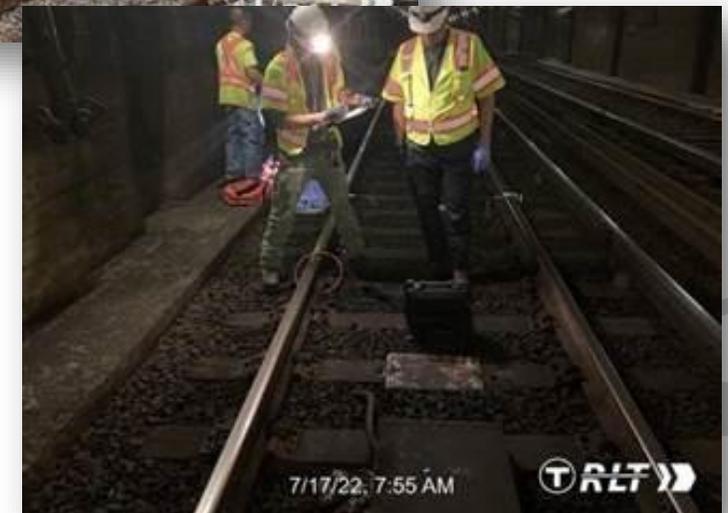
Recent Good Progress via Subway Diversions



Red Line Diversions – Working Smart

Over the Weekend | Saturday Diversion of Red Line at JFK to Ashmont and the Mattapan HSL

- Infrastructure was upgraded to support **Mainline Signal Upgrades at Ashmont**, where crews installed a new Signal Instrumentation House. This was primarily a crane operation to hoist the new signal bungalow into place at Ashmont to support the RL Signals Project.
- Shuttle buses replaced regular train service from the start to end of service between JFK/UMass and Ashmont, and trolley service between Ashmont and Mattapan.
- On Sunday, signal testing was performed at Central and Park Street. Shuttle buses replaced service between Harvard and South Station from the start to end of service.
- We leveraged as piggyback for track work at Fields Corner to Savin Hill to prep for rail replacement.
- Also, work was performed at Mattapan to clear debris from the track gauge. The diversion was extended on the Mattapan HSL as we uncovered that a track repair was needed at Mattapan.
- Service resumed Sunday morning.



Green Line Diversions – Improving Service

Over the Weekend | Improving service quality & installing track and GLTPS equipment

- C-Branch surge continues, Cleveland Circle to Kenmore (7/11 to 7/22)
- Crews **performed surveys along the track alignment**, preparing for final adjustments to the track and signals. Catenary poles along the branch were painted.
- Installation of **GLTPS equipment and testing**. Track renewal is nearing completion between St. Mary's Street and Beacon Junction.
- Crews are also cleaning the work site to **commence electrical connections**.
- Piggyback work includes track repairs/replacement at various locations, specifically Coolidge Corner



Silver Line Transitway

Over the Weekend | Diversion of the Silver Line Transitway

We continued the work on the waterproofing of the tunnel area and stations as part of the ongoing project.



Thank you!

