APTA PEER PANEL REVIEW PRESENTATION
March 2, 2015
MBTA Disaster Recovery and Service Restoration Activities

- MBTA AT A GLANCE
- WINTER STORMS 2015
- WINTER STORMS RESPONSE & RECOVERY
The MBTA...

• America’s fifth largest transit system (behind New York, Chicago, Los Angeles, and Washington DC)

• 175 member cities and towns with:
  ➢ a 3,200 square mile area
  ➢ over 4.7 million residents

• 1.3 million trips each weekday (FY14)

• 400 million boardings (CY14)
Heavy Rail ( $200.8m fare revenue CY14)

Red Line:
22 stations, 2 branches
284,000 weekday boardings
(CY14 average)
218 cars fleet

Orange Line:
20 stations
212,000 weekday boardings
(CY14 average)
120 cars fleet

Blue Line:
12 stations
67,000 weekday boardings
(CY14 average)
112 cars in fleet
Light Rail ($93.8m fare revenue CY14)

Green Line:
66 stops/stations
219,000 weekday boardings
(CY14 average)
206 cars in fleet

Mattapan Trolley:
8 stations
4,546 weekday boardings
(CY14 average)
10 PCC cars in fleet
Bus ($102.0m fare revenue CY 14)

- 183 routes
- 8,000+ bus stops
- 385,000 weekday boardings (CY 14 average)
- 1,055 vehicle fleet
- Nine garage sites
Commuter Rail ($180.9m fare revenue FY14)

- Operated by Keolis under contract ($2.68b over 8 years)
- 5 north side lines (North Station)
- 7 south side lines (South Station)
- 137 stations
- 131,000 weekday boardings (CY14 average)
- 80 Locomotives, 410 coaches
Commuter Boat ($8.0m fare revenue CY14)

- Operated by Boston Harbor Cruises under contract
- 2 routes serving 7 terminals
- 4,800 weekday boardings (CY14 average)
- 2 MBTA owned vessels, 12 contract vessels available
Private Carriers

• Subsidized under contracts
  ($2,261,600 cost FY15)

• 16 routes
  710, North Medford
  712/713, Winthrop
  714, Hull
  716, Cobs corner – Mattapan
  Bedford Shuttle
  Beverly Shuttle
  Burlington “B” Bus
  Dedham Shuttle
  Mission Hill Link
  Lexpress (6 routes)

• 3,100 weekday boardings
  (CY14 average)
The RIDE ($6.6m fare revenue FY14)

- Door-to-door shared-ride for eligible customers who cannot use fixed-route transit (bus, subway, trolley)

- 3 contractors (5 year term):
  - GLSS $188m
  - VTS: $237.8m
  - Next: $176.6m

- 819 vehicles
- 6,900 weekday trips (CY14 average)
## Ridership

### Calendar Year 2014

<table>
<thead>
<tr>
<th>Mode</th>
<th>Annual #</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heavy Rail</td>
<td>174,820,189</td>
<td>43.6%</td>
</tr>
<tr>
<td>Red Line</td>
<td>88,252,908</td>
<td>22.0%</td>
</tr>
<tr>
<td>Orange Line</td>
<td>65,014,123</td>
<td>16.2%</td>
</tr>
<tr>
<td>Blue Line</td>
<td>21,553,157</td>
<td>5.4%</td>
</tr>
</tbody>
</table>

### Light Rail

<table>
<thead>
<tr>
<th>Mode</th>
<th>Annual #</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green Line</td>
<td>69,378,673</td>
<td>17.3%</td>
</tr>
</tbody>
</table>

### Rubber Tire

<table>
<thead>
<tr>
<th>Mode</th>
<th>Annual #</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus (inc. Silver)</td>
<td>114,687,746</td>
<td>28.6%</td>
</tr>
<tr>
<td>Trackless trolley</td>
<td>1,380,587</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

### Commuter Rail

<table>
<thead>
<tr>
<th>Mode</th>
<th>Annual #</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>36,087,619</td>
<td>9.0%</td>
<td></td>
</tr>
</tbody>
</table>

### Commuter Boat

<table>
<thead>
<tr>
<th>Mode</th>
<th>Annual #</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,378,929</td>
<td>0.3%</td>
<td></td>
</tr>
</tbody>
</table>

### RIDE

<table>
<thead>
<tr>
<th>Mode</th>
<th>Annual #</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,131,407</td>
<td>0.5%</td>
<td></td>
</tr>
</tbody>
</table>

### Private Bus

<table>
<thead>
<tr>
<th>Mode</th>
<th>Annual #</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>918,599</td>
<td>0.2%</td>
<td></td>
</tr>
</tbody>
</table>

### Total

<table>
<thead>
<tr>
<th>Mode</th>
<th>Annual #</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>400,783,749</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
6,137 employees
(Dec. 14) [441 vacancies]
- 5,122 full time operating budget
- 576 part time operating budget
- 439 full time capital budget
Financial (Capital)

<table>
<thead>
<tr>
<th>FY15 Capital Budget Revenue</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>MBTA Bonds (debt)</td>
<td>13,321,256</td>
</tr>
<tr>
<td>Federal Funds</td>
<td>515,996,144</td>
</tr>
<tr>
<td>MBTA Match (debt)</td>
<td>128,999,036</td>
</tr>
<tr>
<td>MBTA Cash</td>
<td>6,473,141</td>
</tr>
<tr>
<td>ARRA funding</td>
<td>44,116,341</td>
</tr>
<tr>
<td>Homeland Security Grants</td>
<td>21,224,117</td>
</tr>
<tr>
<td>State Commitments</td>
<td>28,405,070</td>
</tr>
<tr>
<td>State Bond Bill</td>
<td>533,548,286</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,292,083,391</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Budgeted Expenditure FY15</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>State of Good Repair Capital</td>
<td>$832,442,402</td>
</tr>
<tr>
<td>Expansion</td>
<td>$365,895,461</td>
</tr>
<tr>
<td>ARRA Projects</td>
<td>$44,116,341</td>
</tr>
<tr>
<td>State Commitments</td>
<td>$28,405,070</td>
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<tr>
<td>Capital Security Costs</td>
<td>$21,224,117</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,292,083,391</strong></td>
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</table>
The "T's" Infrastructure & Equipment

- 124 Heavy Rail and Light Rail Stations
- 8,800 Bus Stops
- 1,050 Signals
- 846 Miles Of Track
- 895 Switches
- 1,740 Bus Route Miles
- 80 Interlockings
- 10 Bus Yards and Shops
- 7 Subway Facilities
- 3 Commuter Rail Facilities
- 2,660 Revenue Vehicles
Four Major Storms In Three Weeks

Historic Snowfalls

99.9 inches to date

64.4 inches in 14 days
(1/27-2/9)

71.8 inches in 20 days
(1/21-2/9)

SOURCE: National Weather Service
Doors
Passengers Evacuate A Stalled Red Line Train
MBTA Winter Storm Response and Recovery

Partnering to Restore and Reclaim Service
Line by Line
Station by Station
Train by Train
Switch by Switch
Passenger by Passenger
Our Recovery Strategy

- Expand support network
- Quickly plan the response and set aggressive targets
- Keep customers informed
- Enhance communications and customer support
Facing historic snow accumulations, the transit system faced challenges that would take significant time (too long) to overcome without sizeable additional resources.

Many organizations came to the aid of the MBTA to support this recovery effort including:

- The Office of the Governor
- Massachusetts Emergency Management Agency (MEMA)
- The Executive Office of Administration and Finance
- Executive Office of Labor and Workforce Development
- Department of Transportation
- Department of Corrections
- National Guard
- Area Contractors
- Peter Pan Bus Lines
- The New York Transit System
Collective emergency response planning quickly and efficiently

1. Identified the critical needs
2. Inventory available and needed resources
3. Set aggressive recovery targets to restore service
4. Mobilized resources to most efficiently bring back services
Keeping Our Customers Informed

- Updates released to the media on a constant basis
- mbta.com/winter – service update page
- T-alerts
- Digital display ads with up-to-minute service information on 80 screens in 7 core stations
Enhance customer support

- Partnered with City of Boston "211" call center to support increased call volume
- Deployed MBTA Snow Recovery Ambassadors in key stations to provide travel assistance
6,350 Dedicated Employees Serving With Pride