



**Massachusetts Bay  
Transportation Authority**

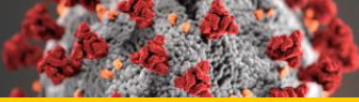
# Report from the General Manager

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Fiscal and Management Control Board

March 23, 2020


# Coronavirus Preparedness: Daily Dashboard



## 3/20

### Coronavirus (COVID-19)

MBTA Preparedness Dashboard



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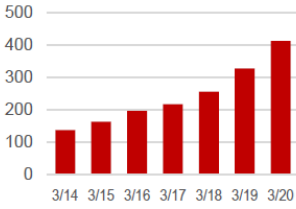
Updated 3/20/2020 at 5 PM | Information below is summarized and subject to change

### COVID-19 SPREAD

	US	MA →
Cases	16,638	413 (+85)
Deaths	216	0
Recovered	121	

### SERVICE

	BLUE	GREEN	ORANGE	RED	SILVER	RAIL TOTAL	BUS TOTAL		
Ridership Estimate:	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	-72%		
PM Car Count:	RED +10	ORANGE -6	BLUE +14	GREEN +12	HSL +1	CRLOC +4	CRSO -6	CRNO -3	BUS -93
Service Tomorrow:	LEVEL 1 Regular Service Schedule	LEVEL 2 Reduced Service (Dropped Runs)	LEVEL 3 Reduced Service (Saturday Based)	LEVEL 4 Reduced Service (Sunday Based)	LEVEL 5 System Shutdown				



### ACTIVITIES (items of note in green)

General (Lead N. Boyd)

- First death of Massachusetts COVID-19 patient confirmed
- FEMA is now lead coordinating agency at federal level with HHS in supporting role
- Governor announced mobilization of up to 2,000 Massachusetts National Guard in support of readiness/logistics
- MEMA cutoff for transportation information to be included in daily situational updates is 2:30 PM

Service Impacts (Lead W. Edwards / K. Benesh)	Cleaning/Decon (Lead D. Hall)	Communications (Lead E. Baker/ D. Payne)
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| <ul style="list-style-type: none"> <li>• Added Blue Line AM train, some bus trips</li> <li>• <span style="color: green;">Mattapan Line closed Mon-Tue afternoon for pipe repair feeding water to restroom</span></li> <li>• <span style="color: green;">CR adding AM service in response to healthcare workforce concerns (Haverhill, Lowell, Fitchburg, Newburyport, Needham lines; effective Wednesday</span></li> <li>• Limited ferry resumption as of Wednesday (Hingham-Charlestown, no stops)</li> </ul> | <ul style="list-style-type: none"> <li>• <span style="color: green;">Station doors to be propped/wedged open to minimize hand contact on surfaces</span></li> <li>• Working on Charlie Card store modifications to minimize contact</li> <li>• Assessing feasibility of using wipes soaked in bucket of disinfectant; Safety and TFM to discuss further</li> </ul> | <ul style="list-style-type: none"> <li>• <span style="color: green;">New MDPH guidance focused on social distancing; 1,000 posters printed and being distributed adjacent existing posters; also running on digital displays</span></li> <li>• <span style="color: green;">GM recorded first of planned weekly series of <a href="#">video updates</a> to employees; went out via Everbridge to all frontline employees (585 views as of 3 PM)</span></li> <li>• Number of complaints declining and fewer</li> </ul> |
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# Personal Protective Equipment

## Items for Individual Personnel

Gloves

Safety Glasses

Hand Sanitizer (1-4 oz.)

Disinfectant wipes (portable individual pack)

## Items Mounted in Facilities

Wall mount dispensers for hand sanitizer

Batteries for wall mount dispenser

Hand sanitizer gel packs for wall mount dispenser

Topical Barrier wall mounts

Topical Barrier refill packs

Disinfectant sanitizing wipes (stand dispensers)

Disinfectant sanitizing wipes

## Items for Vehicles, Offices, & Other Locations

Hand sanitizer (5-24 oz.)

Hand sanitizer (25-64 oz.)

Hand sanitizer (1 gal.)

Disinfectant spray



# Employee Policy Changes

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- COVID-19 Leave Policy
  - Employees who meet any of the following criteria are eligible to receive 10 days of advanced sick leave:
    - Employees who have tested positive for COVID-19
    - Employees who present with apparent signs of illness at work
    - Employees who are self-quarantined
    - Employees who are caring for a close family member who has tested positive for COVID-19 or who is subject to self-quarantine
- Continuity of Operation/Remote Locations Policy
  - Based upon job function, and to ensure continuity of operations, administrative staff who perform defined tasks with clearly measurable results (e.g. auditing, computer programming, project management, etc.) may be assigned to work from a remote location, including telecommuting
  - Operations, safety, transportation, and security personnel are not typically appropriate candidates for remote work/telecommuting
  - Staff may be assigned and/or in appropriate circumstance may submit a request
  - In each circumstance employees are required to obtain approval from their supervisors and submit a signed Telecommuter Agreement



# Significant Ridership Declines

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- Measuring ridership off a baseline week in February
- Steep ridership decrease between March 10 and March 17, slower decline March 17 and March 20
- Decline not consistent across modes or routes/lines
- Shift in time of day of the peaks and flattening of peaks
- Senior team and service planning get daily ridership reports
  
- Directive from Governor to limit non-essential travel



# Gated Rapid Transit Stations

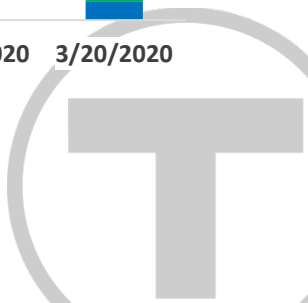
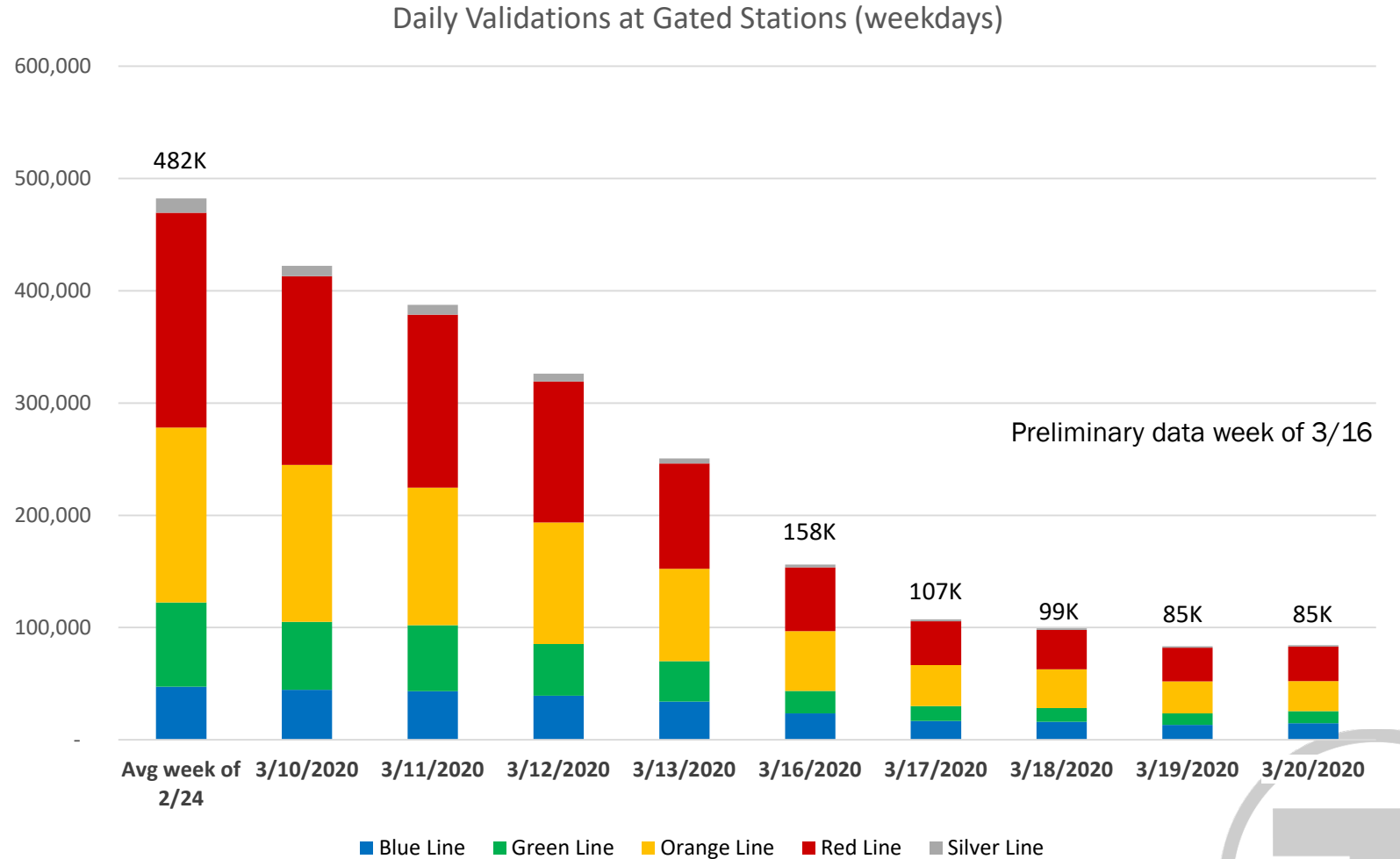
Line	Change in validations from baseline, 3/19
Blue Line	-68.5%
Green Line	-85.6%
Orange Line	-82.9%
Red Line	-84.0%
Silver Line	-90.6%
<b>Total Gated Stations</b>	<b>-82.5%</b>

**Most affected stations:**

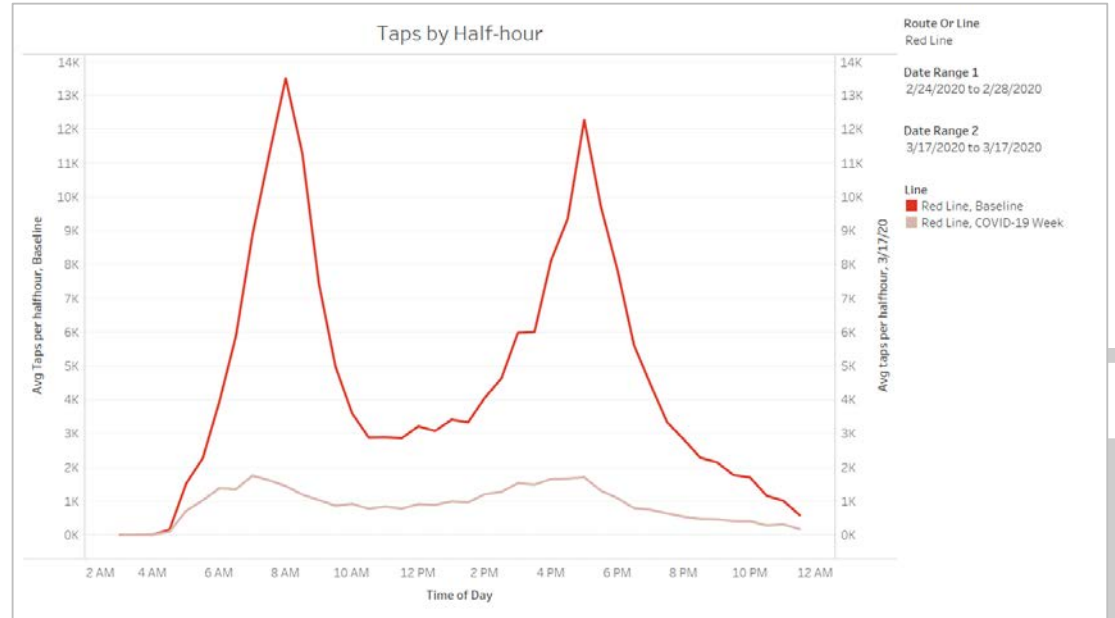
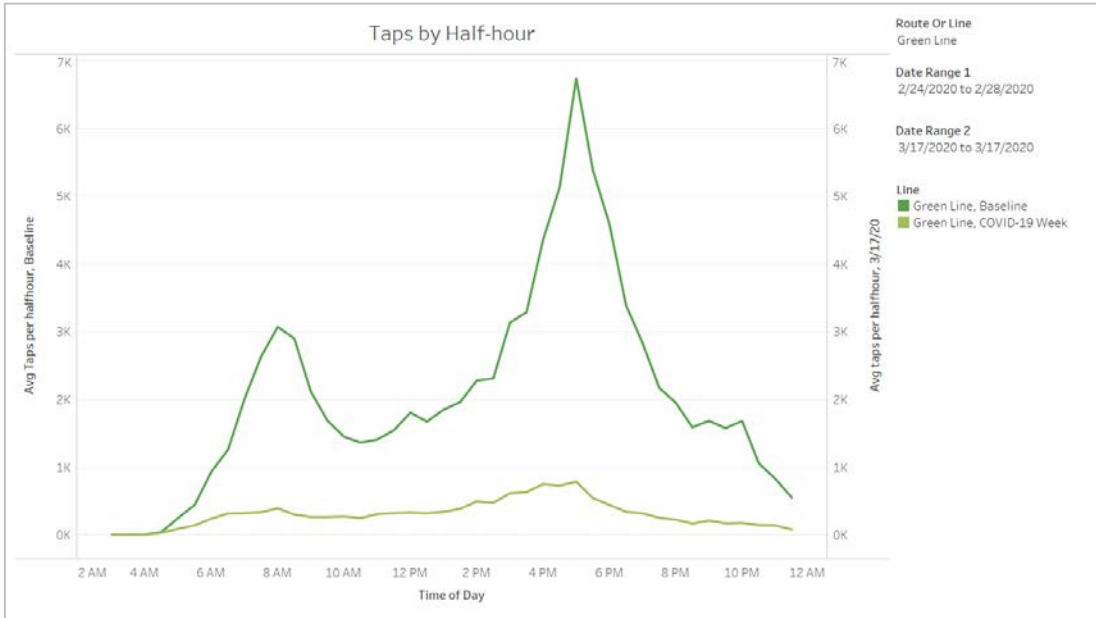
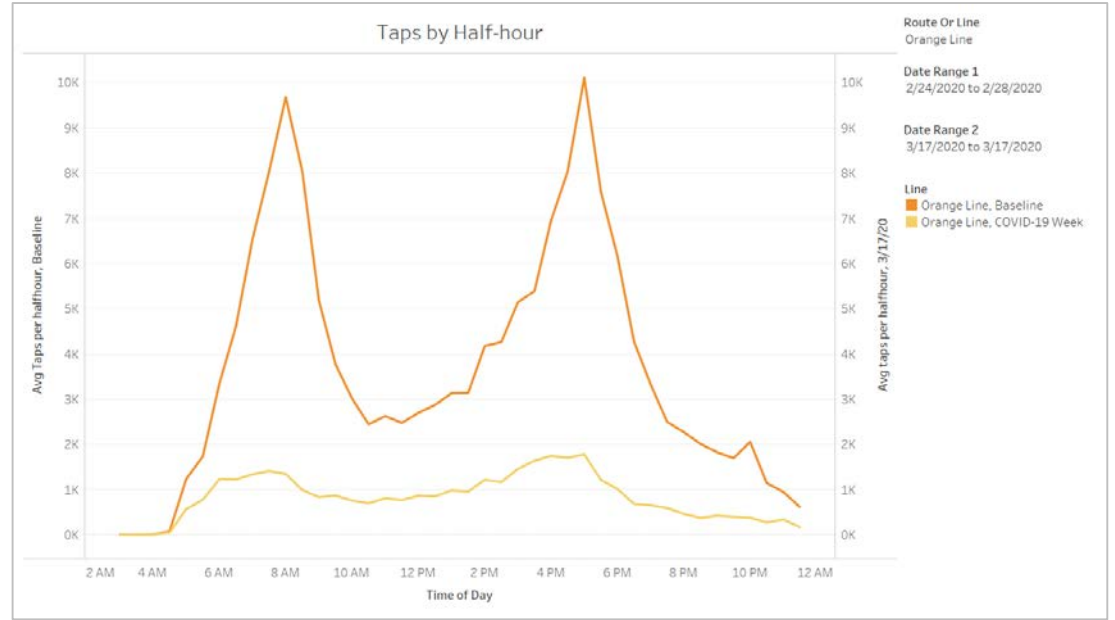
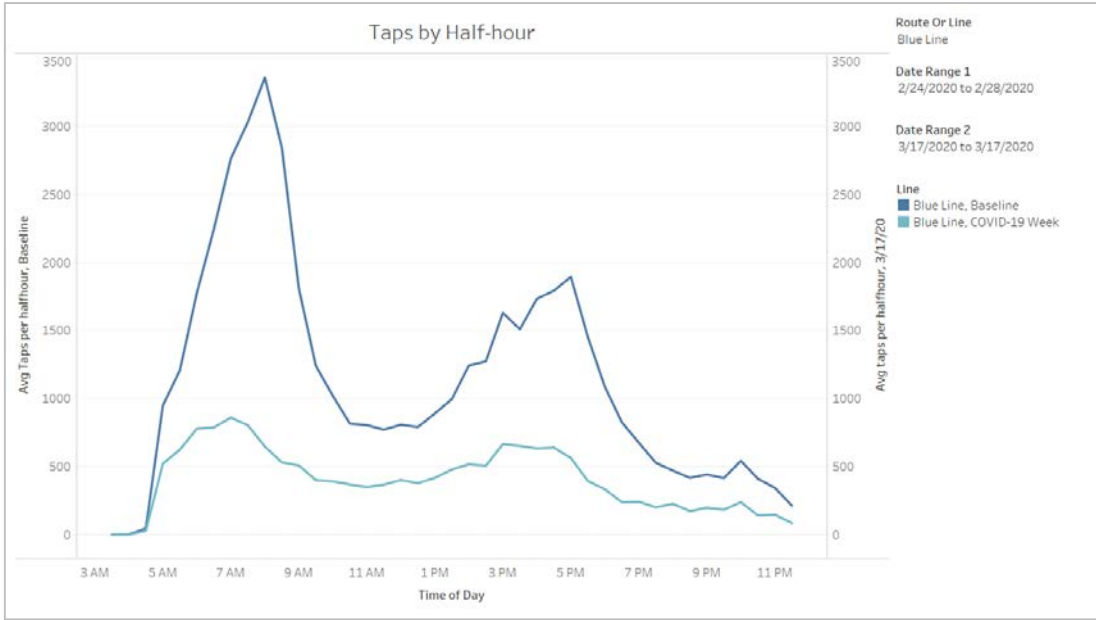
World Trade Center: -93%  
 Kendall/MIT: -93%  
 Arlington: -92%

**Least affected stations:**

Wood Island: -57%  
 Revere Beach: -59%  
 Andrew: -61%

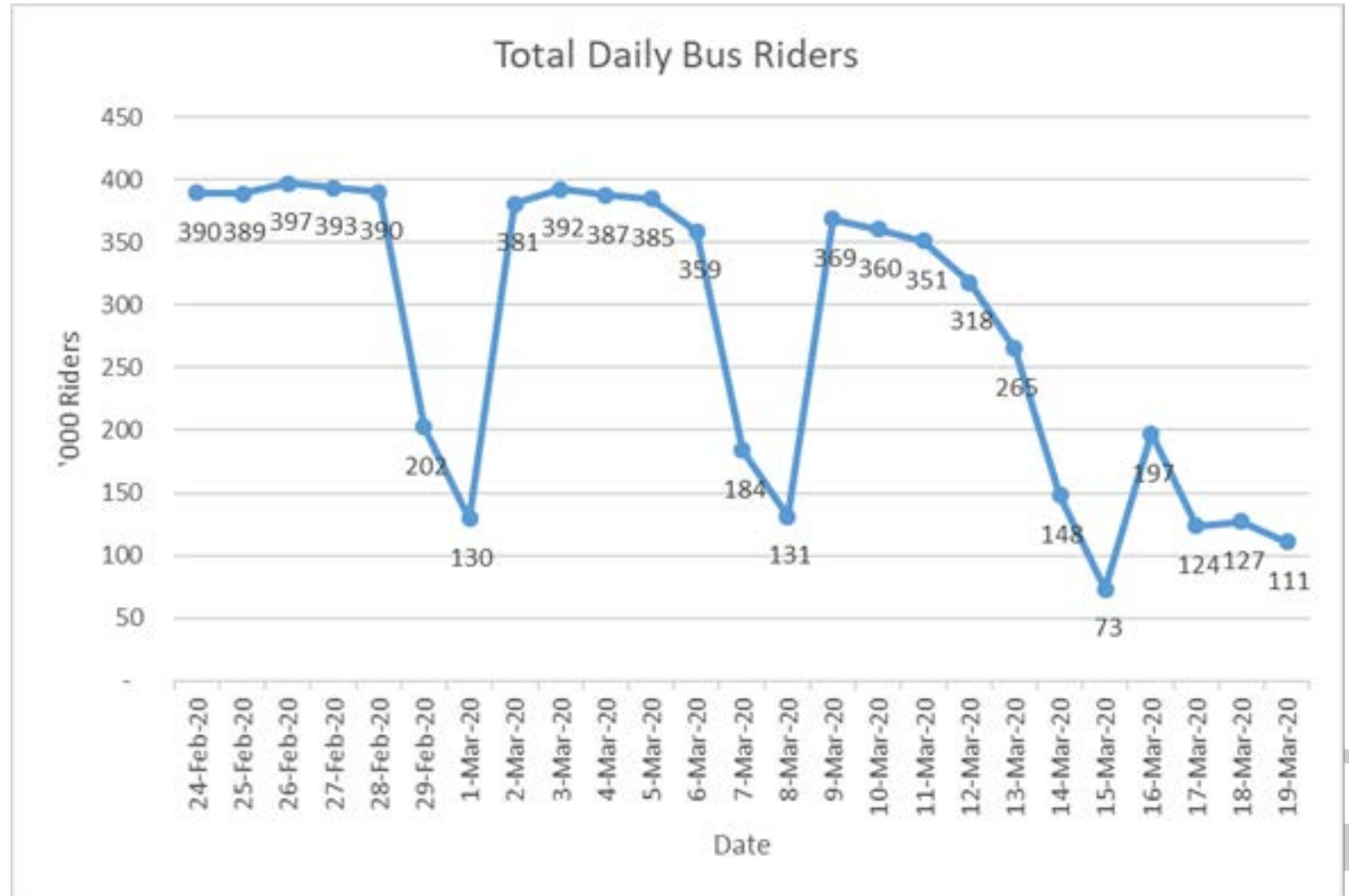


# Gated Station Taps by Time of Day



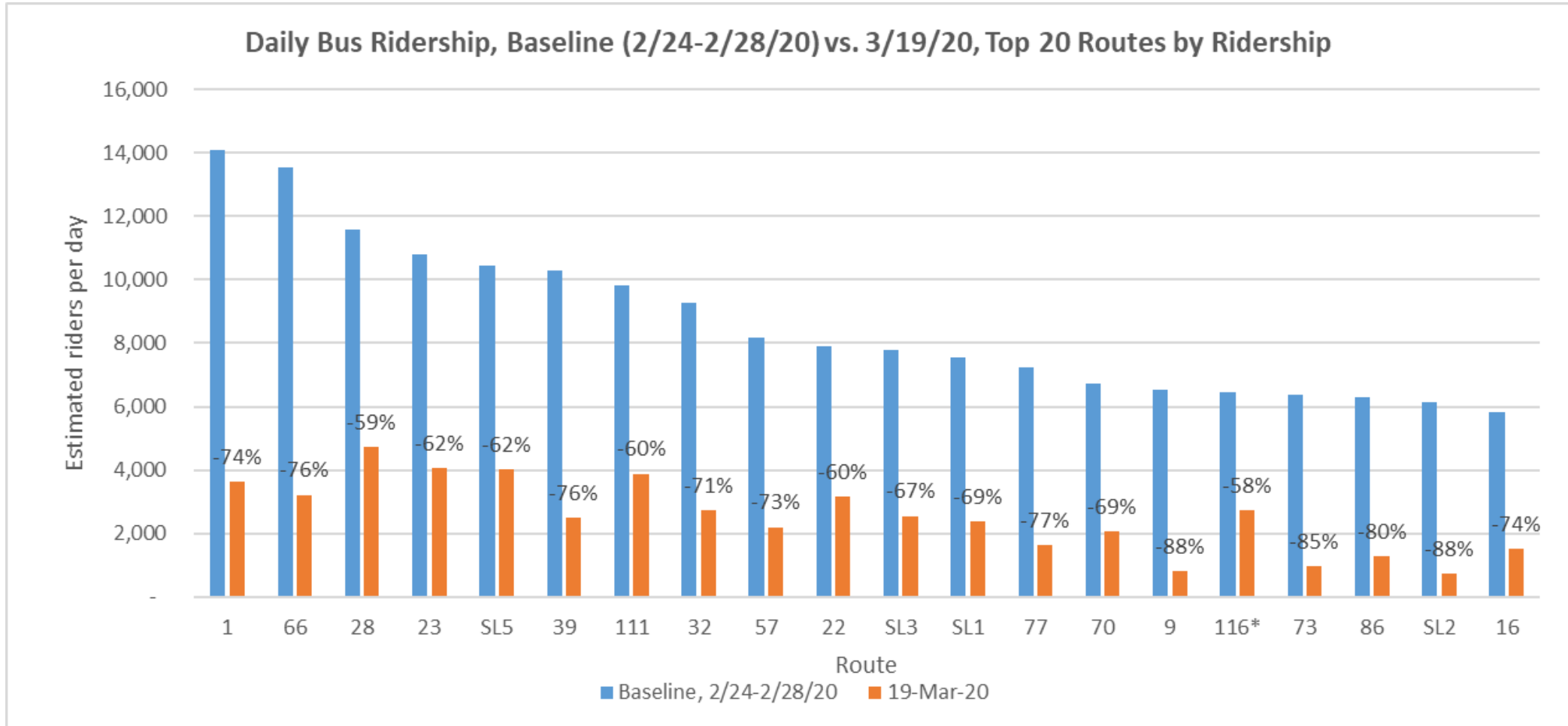
# Bus Ridership Trends

- Ridership estimated from Automatic Passenger Counter (not fareboxes)
- Large drop on Tuesday, March 17<sup>th</sup> when BPS and most schools closed





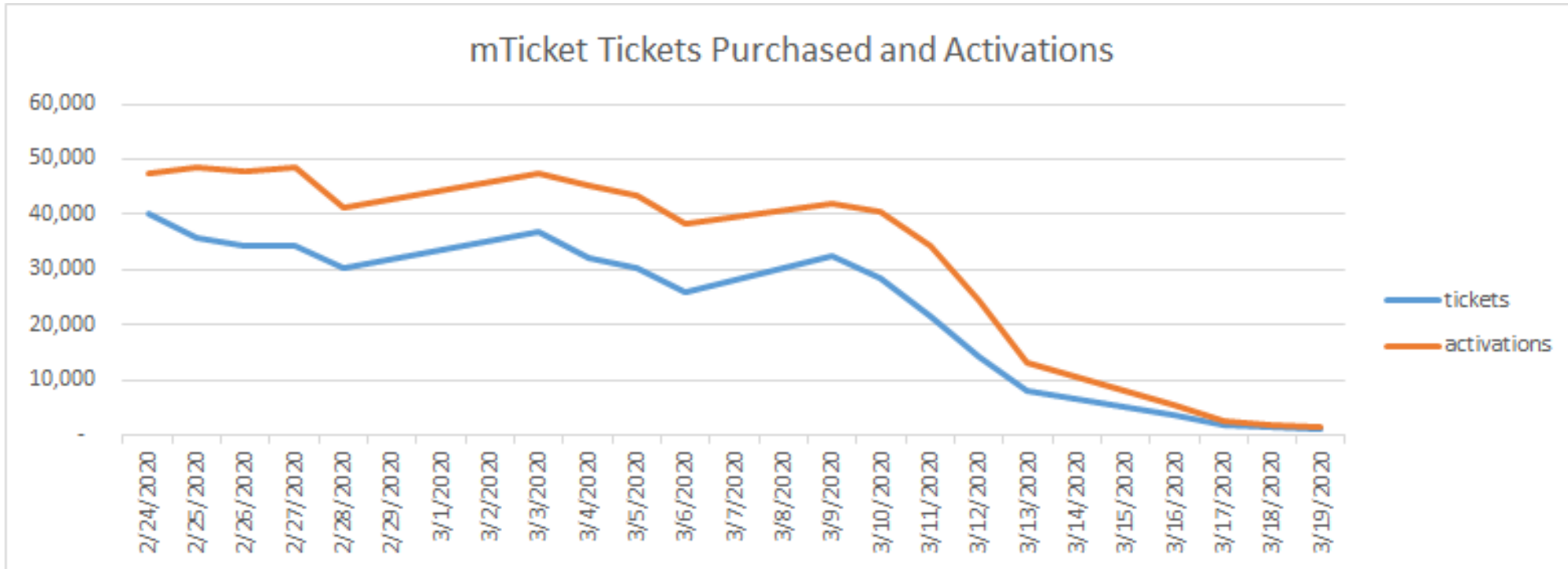
# Bus Ridership Top 20 Routes



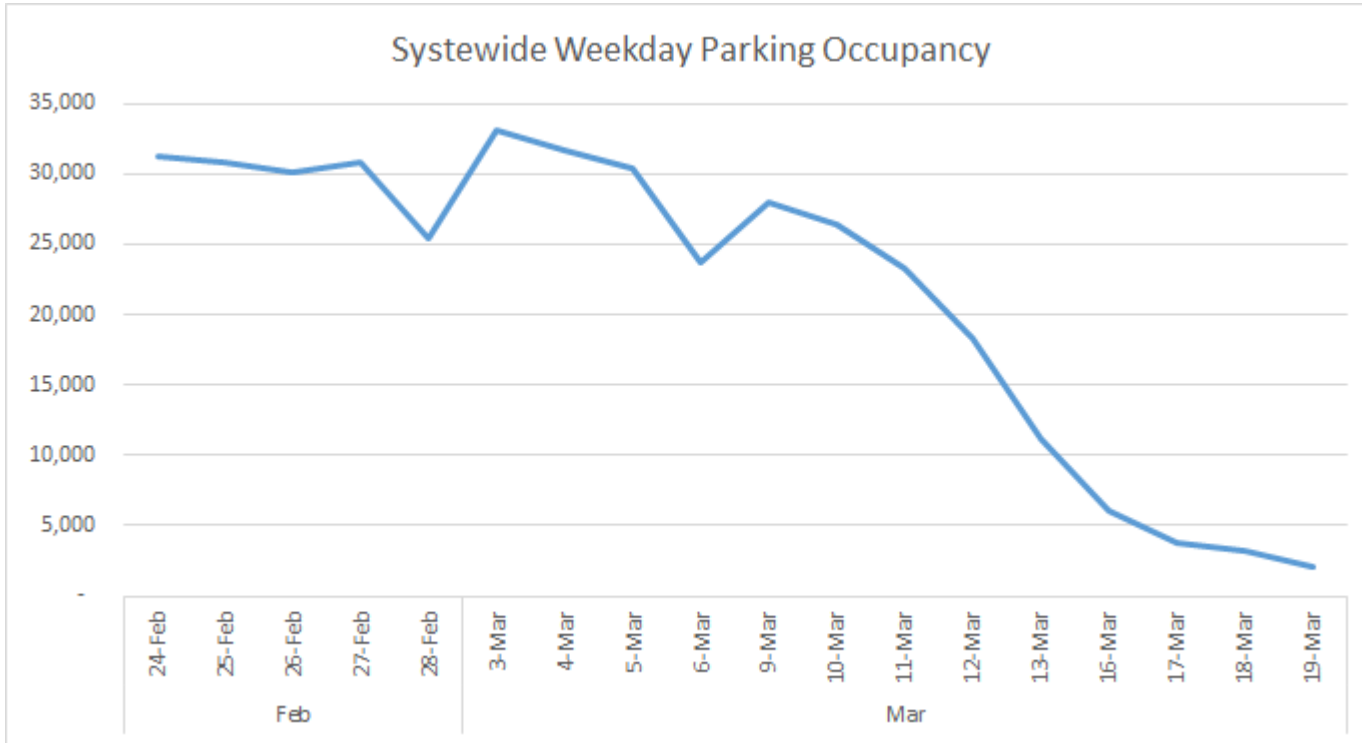
\*Routes with asterisks have less certainty in their estimates, due to lag in data

# Commuter Rail

- Best automated source of commuter rail ridership is mTicket activations
- Activations on Thursday, March 19 were ~3% of the baseline week



# Parking and the RIDE



Trips taken on the RIDE	
Week of 2/24:	5247 average
3/13:	3589, 68%
3/16:	2220, 42%
3/17:	1647, 31%
3/18:	1542, 29%
3/19:	1544, 29%

- Thursday, March 19<sup>th</sup> Parking occupancy levels around 7% of a typical weekday

- RIDE trips are at approximately 30% of the baseline



# Lessons Learned & Next Steps

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- Ridership has dropped, but “durable ridership” persists on across routes and modes
- Monitoring ridership, service levels, and internal & external (incl. major healthcare providers) feedback on daily basis to make data-driven decisions on where service most impactful
- Recognition that definition of crowding has changed
- For some routes we are running more service than an average weekday to service durable ridership under new definition of crowding
- We will continue to monitor and modify service levels



# Service Principles for COVID-19 response

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- Provide critical services to those who rely on the MBTA for essential trips
- Build additional resiliency and flexibility into service to be able to provide sustained level of predictable service
- Support social distancing, for our employees, our customers, and our communities
- Strongly encourage essential travel only



# Criteria for Decreasing Service

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Developed tiered contingency plan to reduce service, focusing on criteria such as:

- People power shortages affecting ability to deliver service and/or maintain safety-critical systems
- Policy goals, such as decreasing mobility as a form of social distancing
- Focusing service on fewer routes to manage new definition of crowding
- Responding to significantly reduced ridership
- Limiting unnecessary exposure and contact between employees and public



# Adjustments to Commuter Rail Reduced Service

## *Effective Wednesday, March 25, 2020*

Commuter Rail Line	Train #	Departing Station	Departure Time	Station Stops	Arrival Time
Haverhill	#7280	Reading Station	5:50 a.m.	All stops Reading - North Station	6:23 a.m.
Fitchburg	#7400	Wachusett Station	4:50 a.m.	All stops Wachusett - North Station, except Silver Hill and Hastings	6:30 a.m.
Lowell	#7300	Lowell Station	5:35 a.m.	All stops Lowell - North Station, except Mishawum	6:23 a.m.
Needham	#7600	Needham Heights Station	5:45 a.m.	All stops Needham Heights - South Station	6:24 a.m.
Newburyport/ Rockport	#7150	Newburyport Station	5:35 a.m.	All stops Newburyport - North Station	6:41 a.m.

**Notes**

- New service via trains #7280, #7400, #7300, and #7600. Adjusted service from existing train #7150.
- Customers between Haverhill and Reading please travel to Reading Station to board Train #7280.
- Customers between Rockport and Beverly please travel to Beverly Station to board Train #7150.



# Three-Week Prioritization/Rescheduling of Capital Projects

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- MBTA Construction Field Projects **not using** MBTA Operations or Keolis staff support **will continue**
- MBTA Construction Field Projects **using** MBTA Operations or Keolis staff support will be **rescheduled/prioritized**
  - Life safety activities, safety critical work, and environmental stewardship work will continue
  - All other projects will be prioritized and rescheduled
  - Professional services, third-party construction field work, and vendor construction (except those supporting State of Good Repair and reliability) will be paused
- Keolis Projects **will continue**
  - Project sites support social distancing practices





# Conclusion

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- Monitor staffing and ridership levels; adjust operations as needed
- Enact business continuity plans; husband resources
- Analyze budgetary impacts – both operating and capital
- Protect and thank our workforce and labor stakeholders

