

**Massachusetts Bay  
Transportation Authority**

# Report from the General Manager

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Fiscal and Management Control Board

April 13, 2020

# Foxboro and Fairmount Pilots

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- The resumption and launch of both pilots are subject to how COVID-19 evolves and when we return to normal service levels
- Foxboro
  - Currently running two round trips a day to Foxboro
  - Full pilot service will resume when normal Commuter Rail service resumes
  - Once service resumes, we will re-start monitoring ridership and pilot metrics
- Fairmount
  - Will launch when Commuter Rail service returns to normal (if after May 18<sup>th</sup>)
  - Will run for a full year from start date
  - Marketing for the pilot ready to launch when start date known



# Commuter Rail Ticket Policy

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- Commuter Rail single ride, round trip, \$10 Weekend, and 10 ride tickets usually expire 90 days after purchase. **The MBTA will extend the expiration date for all unused tickets that were valid on March 10, 2020 to 90 days after the end of the state of emergency.**
- This is valid for three methods to purchase tickets:
  - mTicket app
  - Fare vending machines
  - Ticket windows
  - Tickets purchased onboard expire the same day, so no changes will be made for those tickets.
- For paper tickets from fare vending machines or ticket windows, customers will be able to use tickets valid on March 10, 2020 onboard trains for 90 days after the end of the state of emergency.
- For mTickets, the MBTA is working on a solution to extend the validity of expiring tickets and will share an update soon



# Update on COVID-19 Positive Employees

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- The MBTA has **70 active cases** among employees, which include:
  - 41 bus operators
  - 3 subway motorpersons
  - 3 trolley motorpersons
  - 3 bus inspectors
  - 3 subway inspectors
  - 2 rail repairers
  - 2 police officers
- **5 employees recovered** after testing positive and **1 employee passed away**.
- The MBTA has **6,385 employees**, including 2,683 operators of passenger vehicles:
  - 1,835 bus operators
  - 356 subway motorpersons
  - 492 trolley motorpersons



# Enhanced Decontamination Protocols

## Stations and Facilities

- Strategic focus is on high-traffic areas such as operator lobbies, OCC & back-up OCC, and pull-in and pull-out locations for operators
- Disinfecting touch points in high-traffic facilities twice a day
- Disinfecting touch points on surfaces such as handrails, fare gates, and fare vending machines in subway stations once every four hours
- Hired additional vendors for disinfecting using chemical fogging, electrostatic sprayers and manual disinfecting wipes/solutions
- Providing cleaning supplies to our workforce to disinfect their personal workspace
- Exploring options for additional site and asset decontamination

## Bus and Rail Vehicles

- Decontaminating all revenue vehicles nightly with disinfecting wipes
- Performing mid-day decontamination at layover locations daily by wiping down operator cabs and high-touch locations
- Wiping down cab, farebox, and entrance for first and second shift bus pullbacks
- Decontaminating work rows at all operating bus garages
- Performing electrostatic fogging for 100% decontamination every 2 weeks of all bus vehicles
- Isolating and electrostatic decontamination of any vehicle reported as operated by an employee who tested positive for COVID-19
- Providing cleaning supplies to our workforce to decontaminate their personal workspace
- In process of procuring contract for Heavy Rail pre-maintenance decontamination





# Enhanced Decontamination Protocols



# Personal Protective Equipment (PPE) Working Group

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- Meets twice per week
- Regularly coordinates with the Cleaning and Decontamination group in order to properly align the goals of both groups
- The purpose of the group is to identify the supplies needed and available to support the safest possible operation of our workforce by:
  - Acquiring protective face masks, gloves, safety glasses and hand sanitizer to our frontline and public-facing staff
  - Providing materials to allow employees to properly decontaminate their work environment
  - Providing ready access to decontaminating materials to employees by installing wall-mounted dispensers in our facilities
  - Providing the appropriate PPE for specialized employees involved in decontaminating stations, facilities, and vehicles
  - Coordinating the supply chain from procurement through distribution to employees



# Overall Ridership Trends

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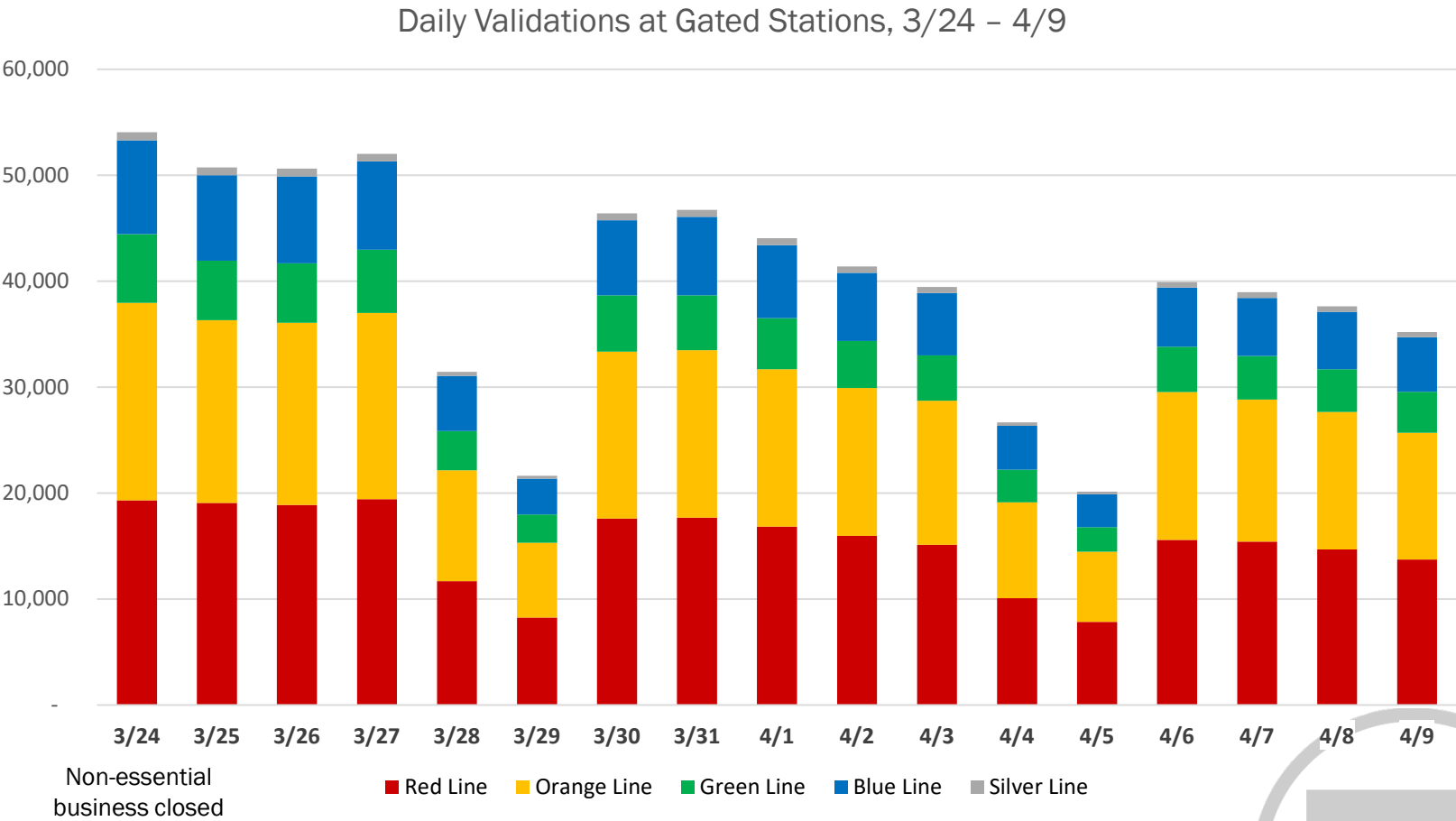
- These trends focus on the period since the Governor ordered non-essential businesses closed (3/24).
  - The MBTA does not have ridership data in real-time and each mode has its own data sources and reporting lags. For most of the system, we have been able to report on data from the previous day.
  - Surface Green Line is excluded due to varying numbers of people entering without validating their fare.
  - The week of 2/24-2/28 was used as baseline for comparisons.
- Validations at **gated stations** continued to drop a couple percent each day. By Thursday, April 9, validations at all gated stations totaled 35,200, a 92.7% decline from the baseline.
- **Bus** ridership has been close to steady with day-to-day variations since 3/24. Weekdays are roughly 80-85,000 trips, a ~78% decline from the baseline. Saturdays ridership was around 70,000 trips and Sunday was around 40-45,000 trips.
- **Commuter Rail** ridership continues to be very low.
- **The RIDE** trips have declined to a steady 18% of baseline ridership.





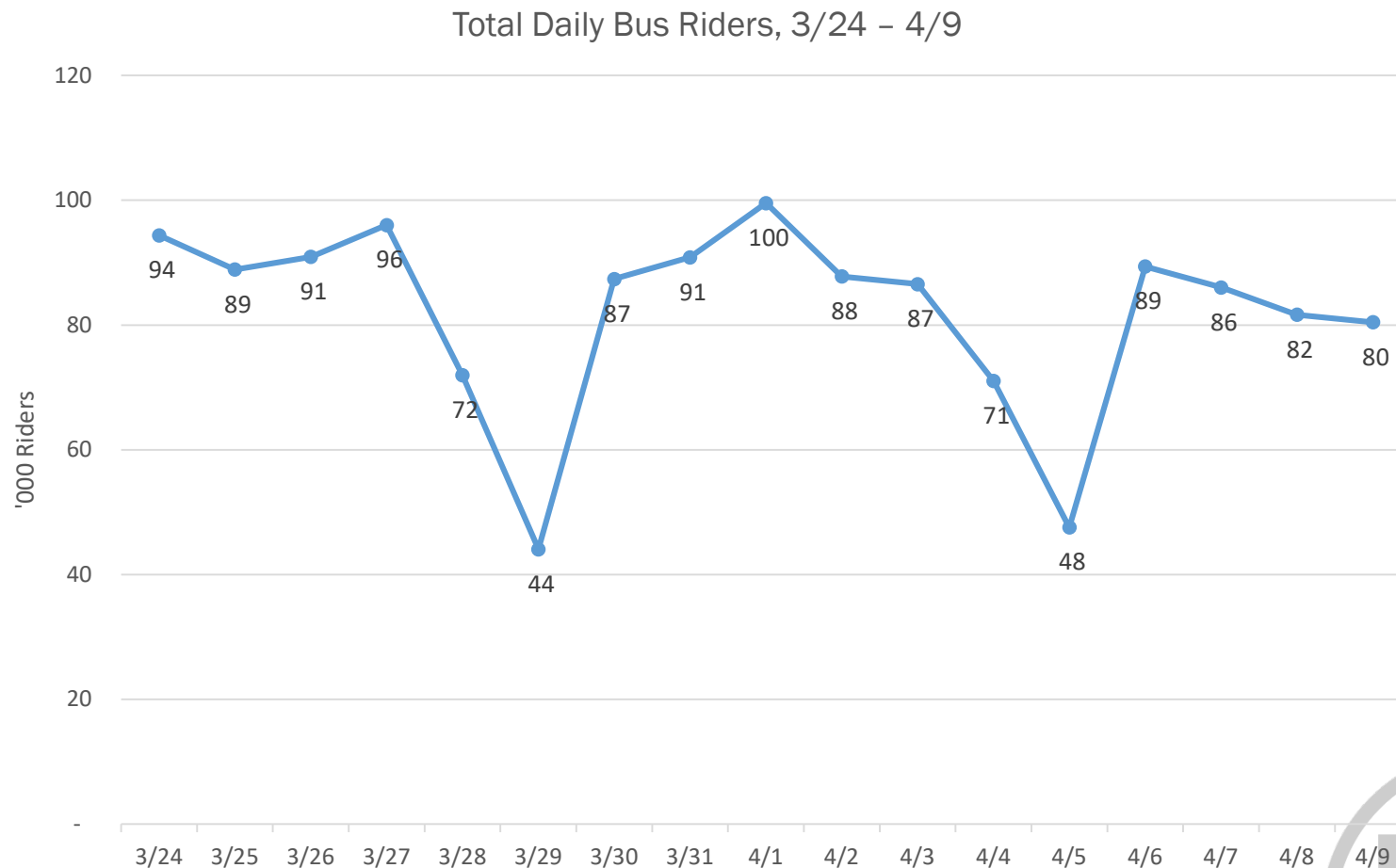
# Gated Rapid Transit Stations

Line	Change in validations from baseline to April 9
Blue Line	-89.1%
Green Line	-94.8%
Orange Line	-92.3%
Red Line	-92.8%
Silver Line	-96.2%
Total Gated Stations	-92.7%



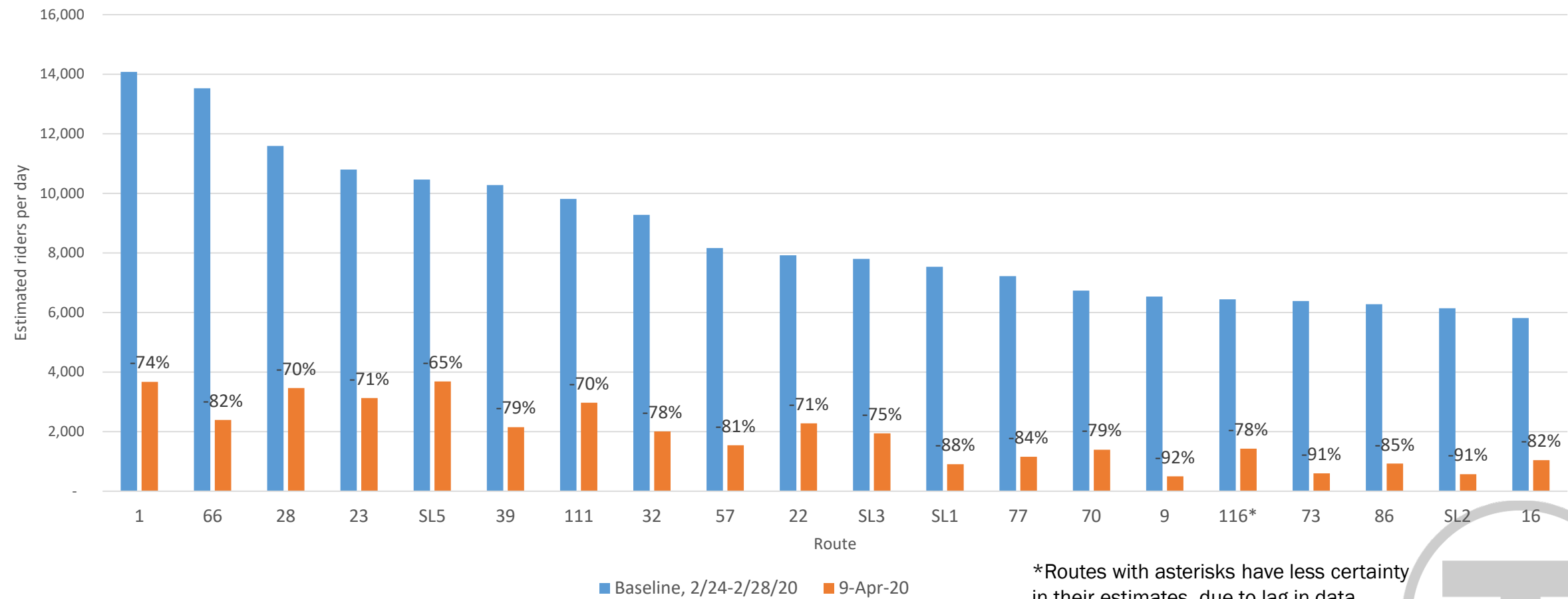
# Bus Ridership

- MBTA buses had an average of 392,000 trips during the baseline week
- Ridership has been fairly steady since governor's order
- Ridership estimated from Automatic Passenger Counters
- Some uncertainty given additional Run as Directed trips that are difficult to account for
- Ridership for recent days is continuously revised

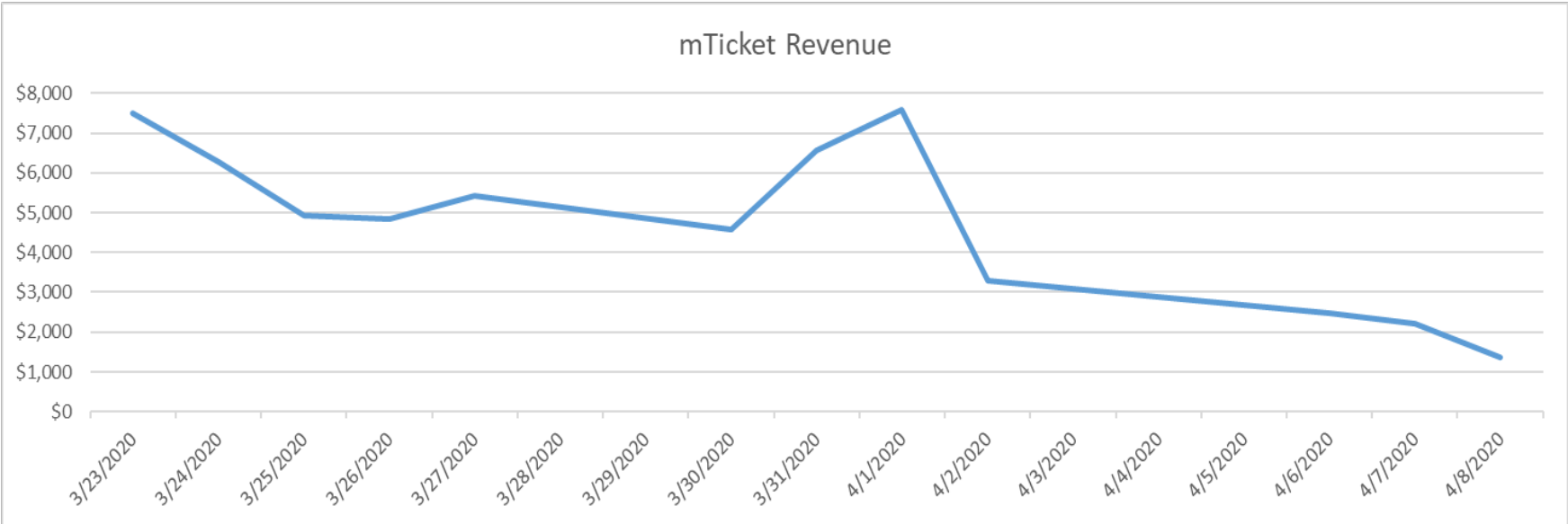
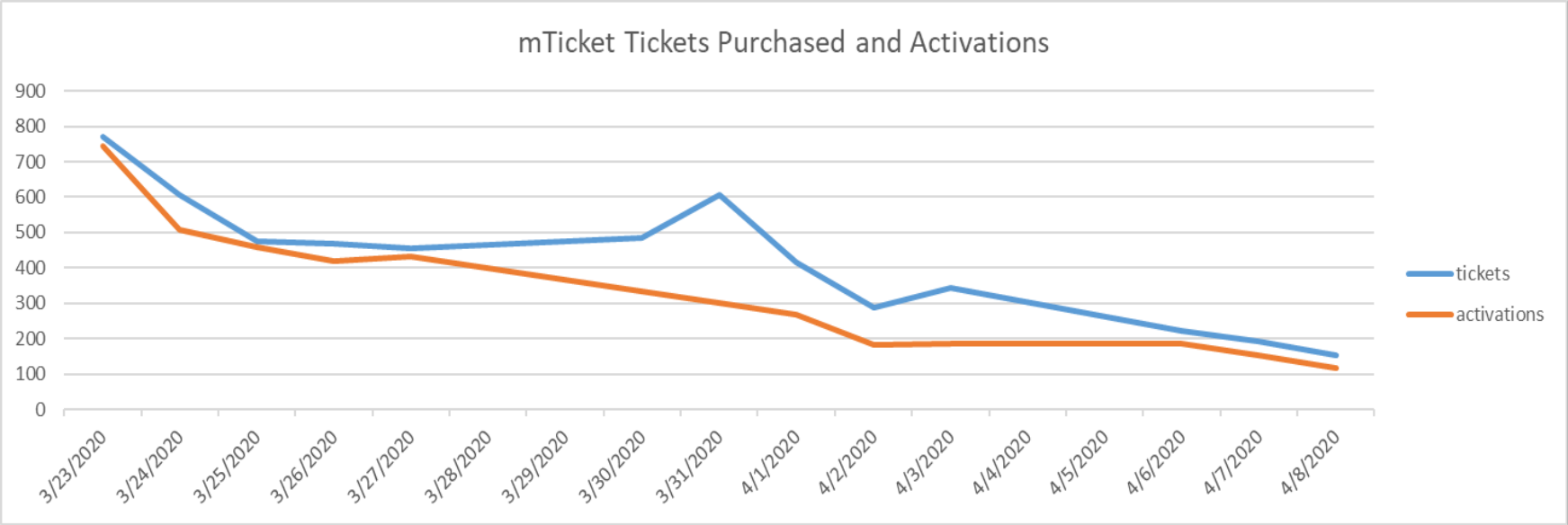


# Bus Ridership: Top 20 Routes

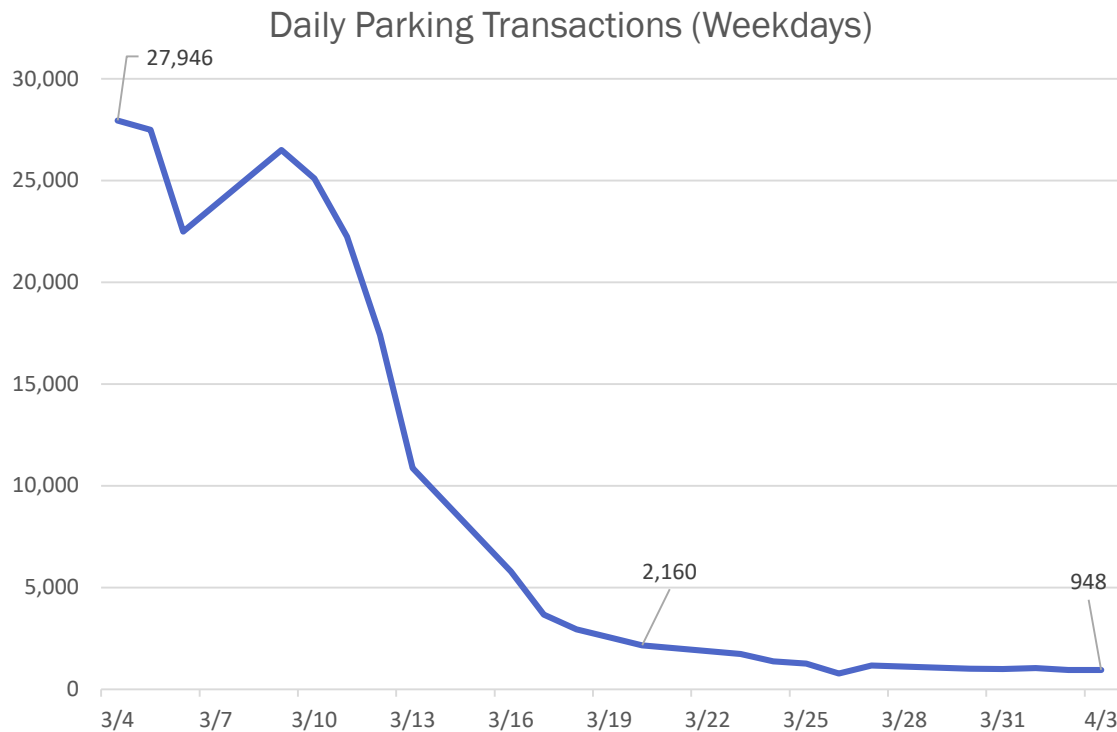
Daily Bus Ridership, Baseline (2/24-2/28/20) vs. 4/9/20, Top 20 Routes by Ridership



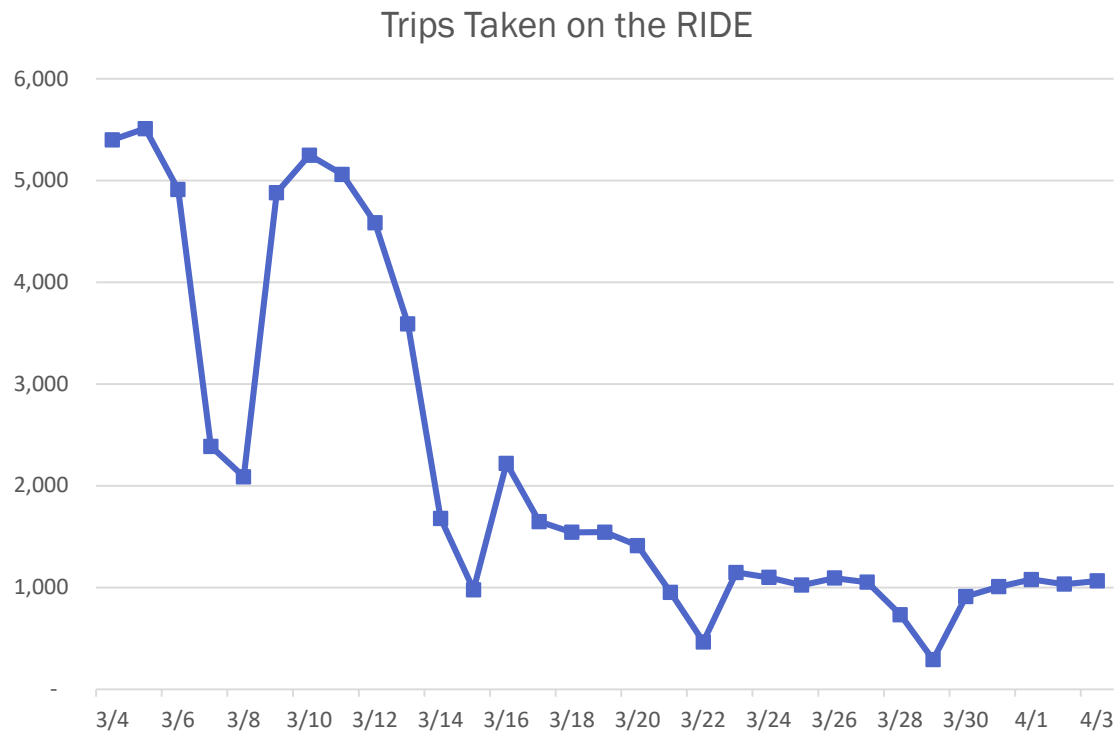
# Commuter Rail



# Parking and the RIDE



Parking occupancy at MBTA-owned lots was about 60% during the week of 3/23. About 33% of the cars were at Commuter Rail-only facilities.



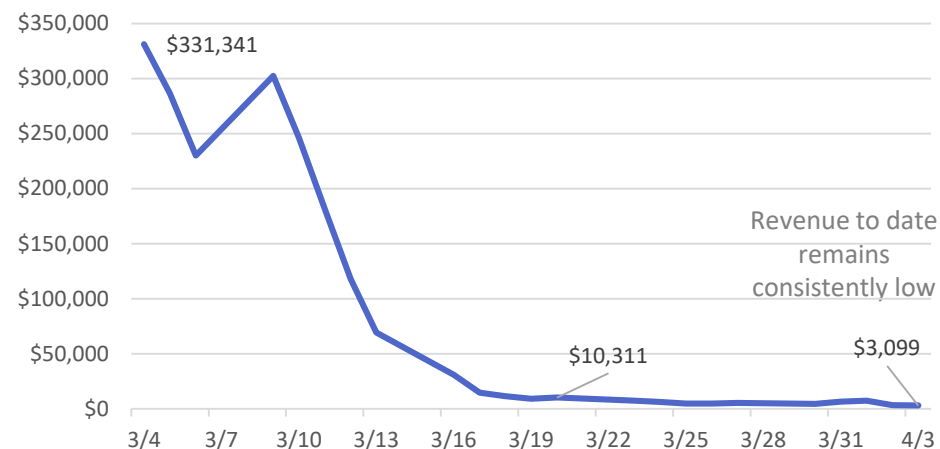
The RIDE had an average of 5,247 trips per day during the baseline week. Ridership has declined to 18% of the baseline.

# Revenue Impact: Daily Sales

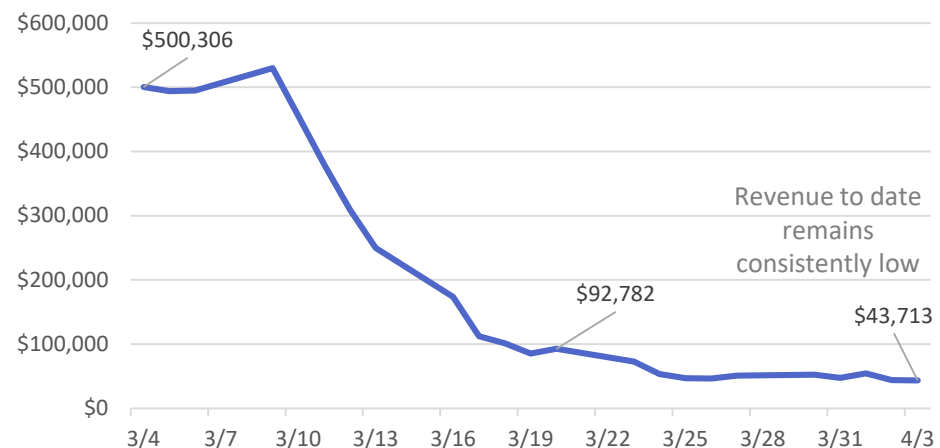
Using the week of 2/24-2/28 as a baseline, best available data indicates:

- On 4/3, revenue from transit fare vending machine purchases of transit value and 7-day passes was down **82%** from an average weekday
- Purchases on Commuter Rail mTicket (the most common method of buying single-use CR tickets) are **99%** decline from an average weekday
- Parking revenue was down **95%** from an average weekday

Daily mTicket Sales (Weekdays)

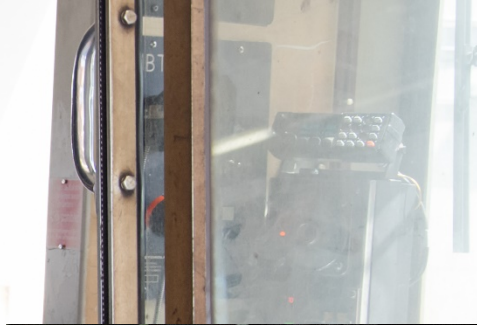


Daily Fare Vending Machine Sales (Weekdays)





# To Our Essential Workforce:



THANK

YOU!

