New Chief Safety Officer Ronald L. Ester, Jr.

• Last February I announced a reorganization of the Safety Department, including a new Chief Safety Officer (CSO)

• The CSO is responsible for strategic policy development, management, and oversight of safety programs, including construction safety and operational safety

• The Chief Safety Officer also ensures that a safety culture exists in all decision-making to guarantee the safety of riders, employees, and contractors

• **Ronald L. Ester, Jr.** was selected as the new CSO and started on Monday, August 10

• Ron’s transit career spans more than 28 years at the Chicago Transit Authority where he held several executive positions
Weekday Ridership by Line and Mode - Indexed to Week of 2/24

Baseline: Average weekday from 2/24-2/28

Sources:
Faregate counts for subway lines, APC for buses, manual counts at terminals for Commuter Rail, RIDE vendor reports

Notes:
Recent data preliminary

3/10: State of Emergency Declared
3/17: Restaurants and bars closed, gatherings limited to 25 people
MBTA service reduced
3/24: Non-essential businesses closed
5/18-6/1: Blue Line closed for accelerated construction
6/8: Phase 2.1
6/22: Phase 2.2 – MBTA increases service
06/03-06/17: the RIDE trips

Bus
Green Line
Blue Line
Orange Line
Red Line
Silver Line
CR AM Peak Counts
the RIDE trips
Validations by Time of Day (Weekdays)

Calendar Year 2019
Peaked service, roughly 30k daily validations at peak half-hour systemwide

June 22 – August 14, 2020
Less peaked, just 4k daily validations at peak half-hours
Validations by Time of Day (Weekdays)

3/22 – 6/21/2020

6/22 (MBTA service increases) – 7/31/2020
Ridership Return and Near-Term Trends (weekdays)

Ridership Trends -- All Gated Stations

- Gated Station Validations - Total
- Trend from 7/1
- Trend from 6/1
- Trend from 5/11

Ridership Trends -- All Buses

- Bus UPT - Total
- Trend from return of fare collection
COVID-19 Key Metrics: MA Cases vs. MBTA Cases

Massachusetts COVID-19 Statistics
Source: MDPH Website

MBTA COVID-19 Active Cases
Source: MBTA HR Business Operations Report, Keolis Daily Dashboard

% Change Since Yesterday
# MA COVID-19 Cases

# Third Party (Contractor) Cases
RIDE COVID-19 Cases
COVID-19 Key Metrics: COVID-19 Testing & Temp Screening

• MBTA began testing employees for COVID-19 at Everett shops
• Began testing once per week and have now scaled up to three times per week
• 91,703 temperature screenings have taken place since April 1, 2020
• MBTA is piloting thermal cameras for temperature screenings at Everett and the medical clinic
Fare Policy Updates

• CharlieTicket and cash fares for bus and rapid transit will decrease to CharlieCard fares on September 1, 2020
• The Lynn Commuter Rail Zone 1A pilot has been extended until December 31st, 2020
• The 5-Day Flex Pass for Commuter Rail appears to be serving a customer need
  • As of August 12, 593 passes sold, 6% of mTicket sales
  • No evidence it is crowding out monthly pass sales on mTicket
  • Extended to December 31st, 2020
• Youth Pass validity on all Commuter Rail zones extended to December 31, 2020
The RIDE Software Transition Update

- The RIDE implemented a new software system for the first time in nearly 15 years on 8/15/20
- This system is connected to all aspects of a customer’s journey, including how all drivers, dispatchers, and call center staff do their jobs
- As with all major software transitions, multiple issues are identified in the initial days that must be addressed to improve service
- The team continues to work around the clock to make improvements
- Customers will continue to be proactively communicated with on the transition’s progress
Fall Service Changes
We are changing MBTA service in response to the impacts of COVID-19. These changes will:

• Accommodate changing ridership patterns

• Support physical distancing for both riders and employees

• Optimize service with finite resources
Key Assumptions in Planning Bus Service

• Bus ridership is expected to return to 50% of baseline by September, and this growth in ridership is expected to continue throughout the fall
  • However, we don’t expect the growth to be consistent across all routes, so we based our decisions on the assumption that growth will likely occur on the routes that had the steadiest ridership during the pandemic

• We’ve prioritized crowding thresholds over service frequency when deciding where to add service
  • This means that where we observed crowding on a route, we removed resources from another less-crowded route to accommodate the crowded one, even if we had to decrease service below the minimum frequencies in the Service Delivery Policy

• Since ridership and crowding are expected to continue to increase, we’ve reserved 5% of bus service to act as a flexible resource
Weekday Fall service change details—starting August 30/31

<table>
<thead>
<tr>
<th>Fall Service Plan</th>
<th>Number of routes affected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routes resuming service (currently not operating)</td>
<td>23 routes</td>
</tr>
<tr>
<td>Routes at or above pre-COVID service levels</td>
<td>120 routes, of which <strong>21 routes significantly above pre-COVID weekday levels</strong></td>
</tr>
<tr>
<td>Routes just below pre-COVID service levels</td>
<td>21 routes</td>
</tr>
<tr>
<td>Routes with structural changes (including combining routes)</td>
<td>15 routes</td>
</tr>
<tr>
<td>Routes continuing with reduced frequency</td>
<td>18 routes, including 7 operating during peak hours only with limited service</td>
</tr>
<tr>
<td>Continue to be suspended</td>
<td>15 routes</td>
</tr>
</tbody>
</table>

For more detail, please visit MBTA.com/ServiceChanges
Example: Weekday Service on the Route 111

![Bar chart showing weekday trips on Route 111 with additional unscheduled trips.

- **Scheduled weekday trips:**
  - Spring Weekday Schedules: 373
  - Initial reduced schedules (effective March 17): 300
  - What MBTA operated March - mid-June: ~300 - 360+

- **Additional unscheduled trips:**
  - Phase 2 schedules (effective June 22): 447
  - Phase 3 schedules (effective Aug. 30): 456

*Significant increase in trips, offset by decreases elsewhere – focusing on where we see ridership returning.*
Public Outreach & Engagement

• Due to operational limitations, limited ability to adjust schedules this fall, but may use new ridership, crowding, and public & internal feedback to recommend further Winter schedule changes

• Virtual public meeting held on August 12th (Spanish) and 13th (English)

• Online survey available for additional route-level and general feedback at mbta.com/service changes, as well as:
  • Summary of route-level changes
  • Detailed presentations
  • Recorded presentations from virtual meetings
  • Visualizations of service changes
Service Level Scenario Planning
Based on observed ridership levels and budget constraints, develop scenarios for service delivery and properly engage all departments, stakeholders, and constituencies in advance of any potential changes.

Given the uncertainty surrounding fare revenue and the potential for a shortfall over $500M in FY22, service level scenario planning is needed to balance the FY22 budget even after reallocating funding and pursuing other spending and revenue alternatives.

In order to review levels next year through a thoughtful community engagement process, planning and action should begin in short order given the timeline.

**Service Level Planning Scenarios for FY22**

**Phase I: Development**
- July-August
- Identify scope
- Develop data and metrics

**Phase II: Analysis**
- August-September
- Create options
- Analyze trade-offs and impacts

**Phase III: Outreach**
- October-December
- Public outreach
- Finalize decisions

**Phase IV: Notification & Implementation**
- December-July
- Customer notification
- Implementation