

**Massachusetts Bay
Transportation Authority**

Report from the General Manager

Fiscal and Management Control Board

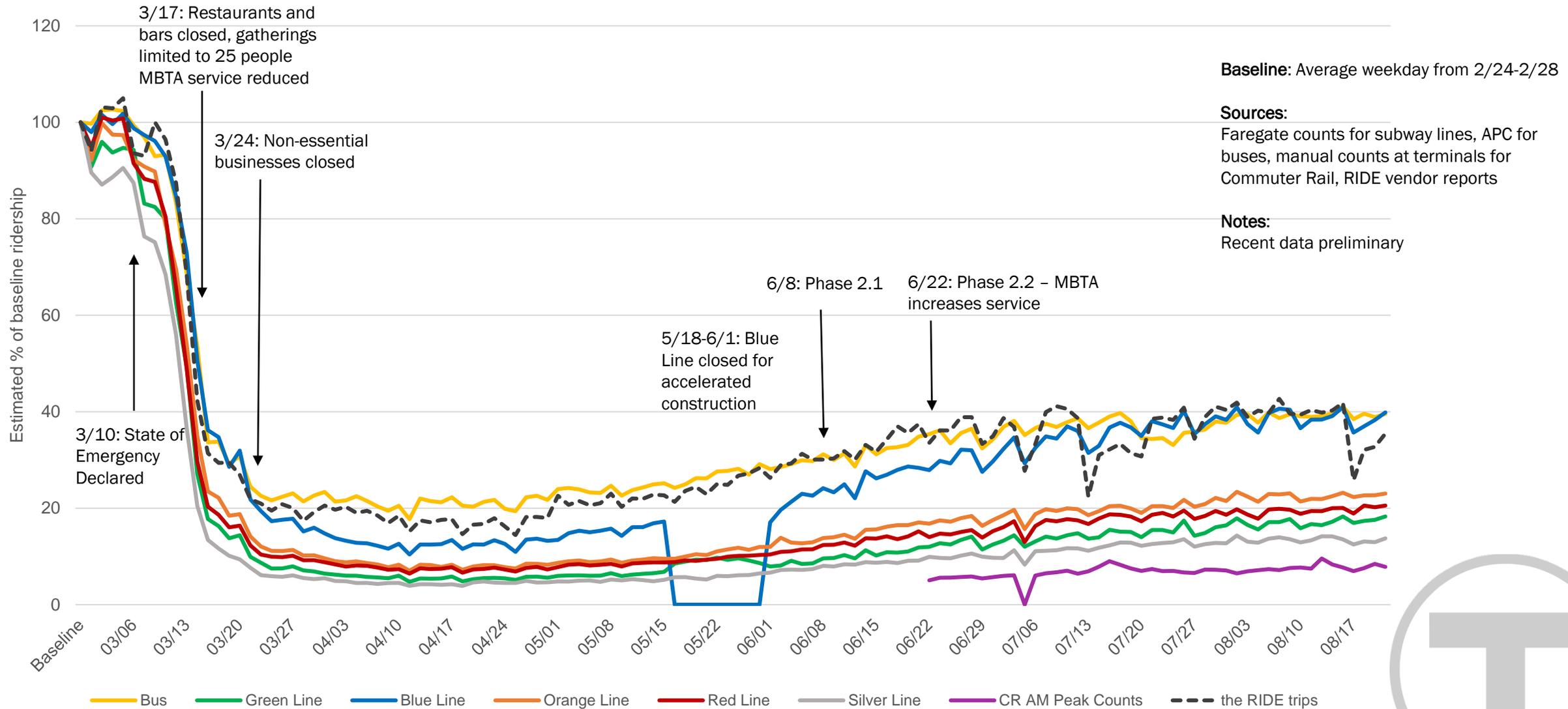
August 24, 2020

New Chief Safety Officer Ronald L. Ester, Jr.

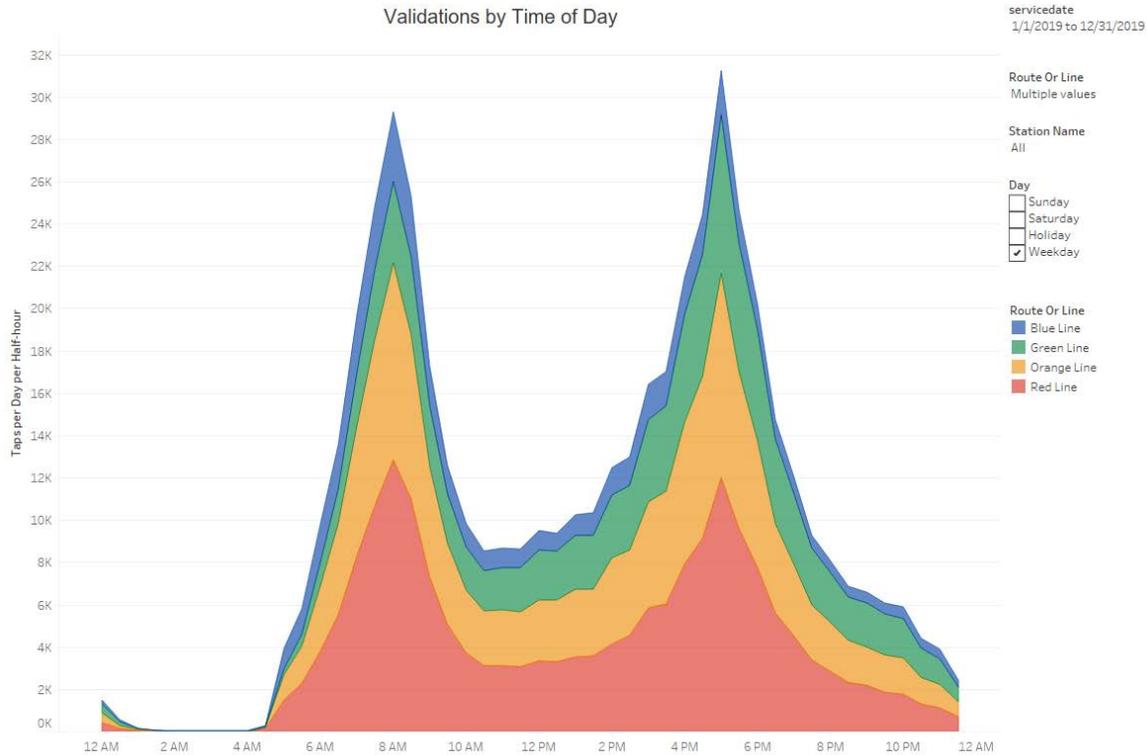
- Last February I announced a reorganization of the Safety Department, including a new Chief Safety Officer (CSO)
- The CSO is responsible for strategic policy development, management, and oversight of safety programs, including construction safety and operational safety
- The Chief Safety Officer also 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



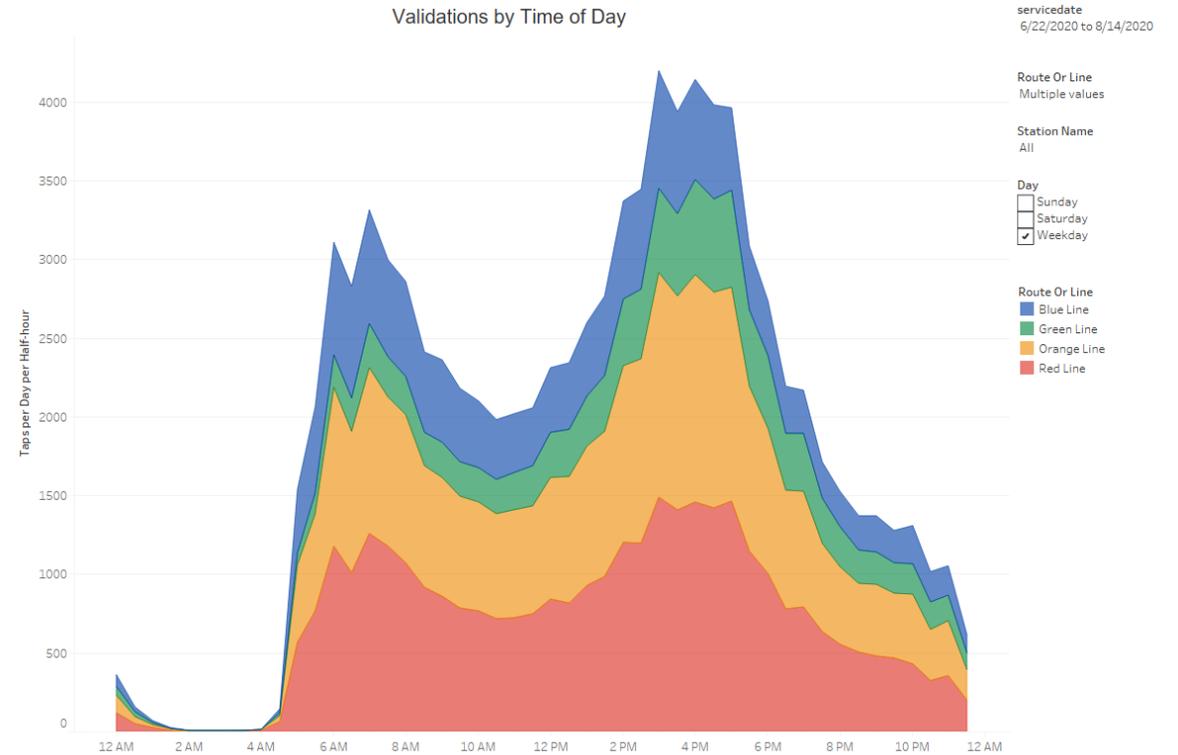
Weekday Ridership by Line and Mode - Indexed to Week of 2/24



Validations by Time of Day (Weekdays)



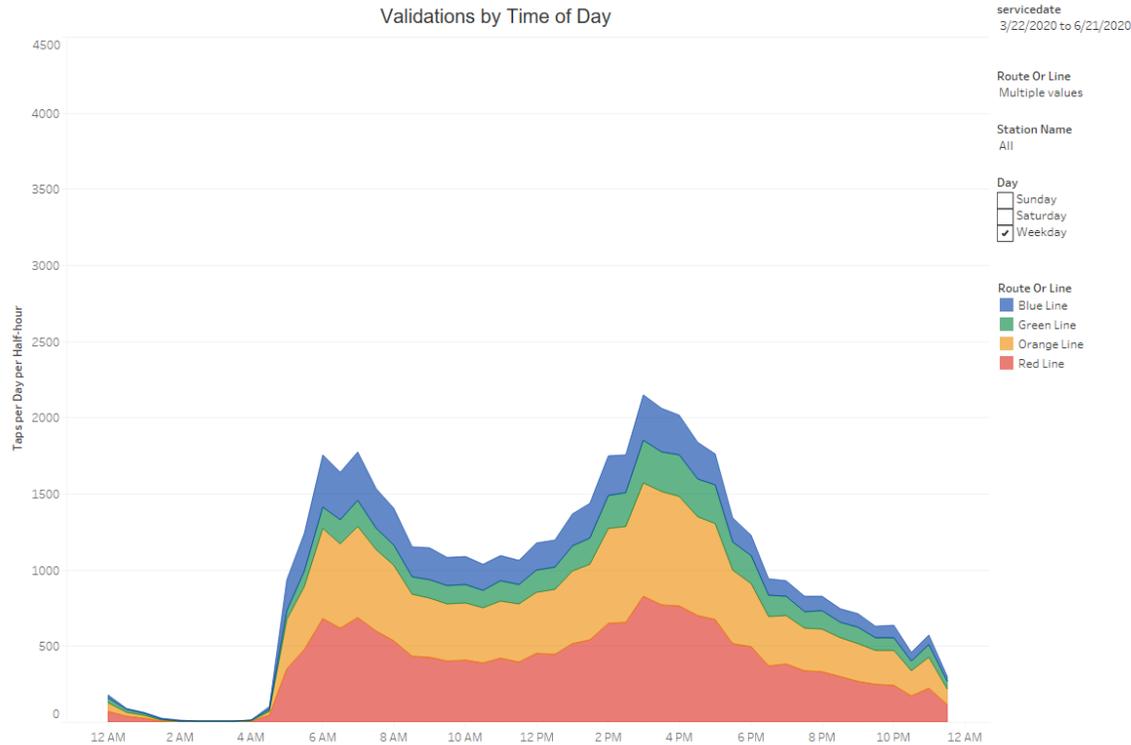
Calendar Year 2019
Peaked service, roughly 30k
daily validations at peak half-
hour systemwide



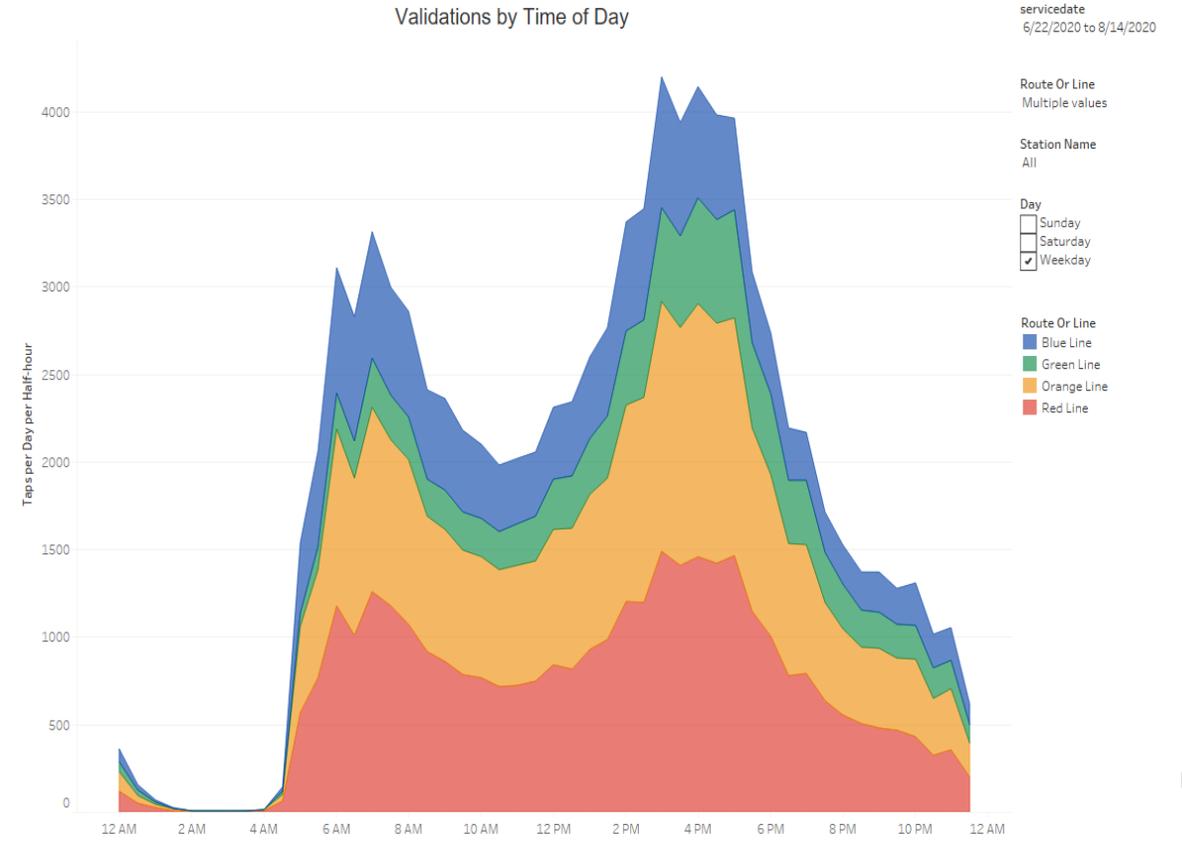
June 22 – August 14, 2020
Less peaked, just 4k daily
validations at peak half-hours



Validations by Time of Day (Weekdays)



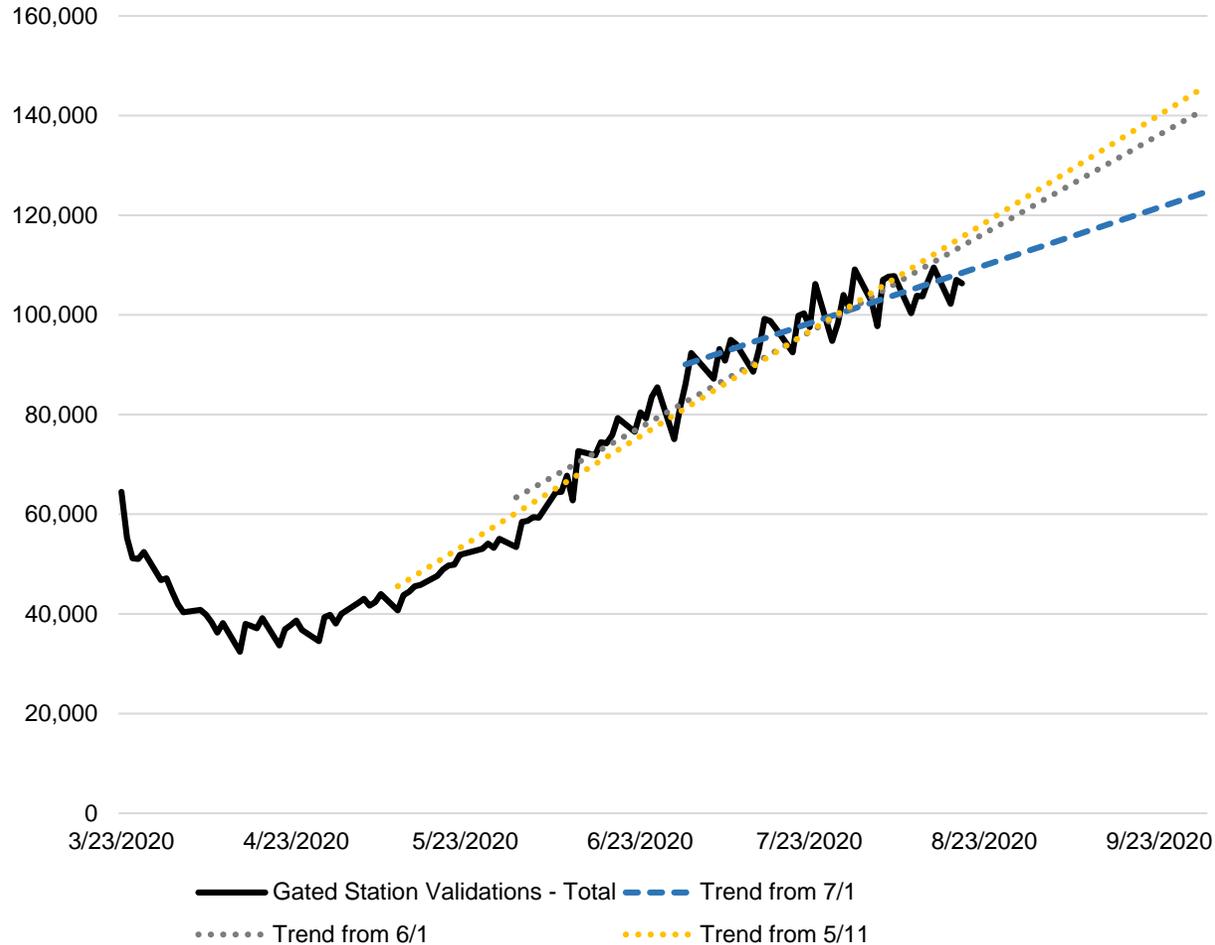
3/22 – 6/21/2020



6/22 (MBTA service increases) – 7/31/2020

Ridership Return and Near-Term Trends (weekdays)

Ridership Trends -- All Gated Stations



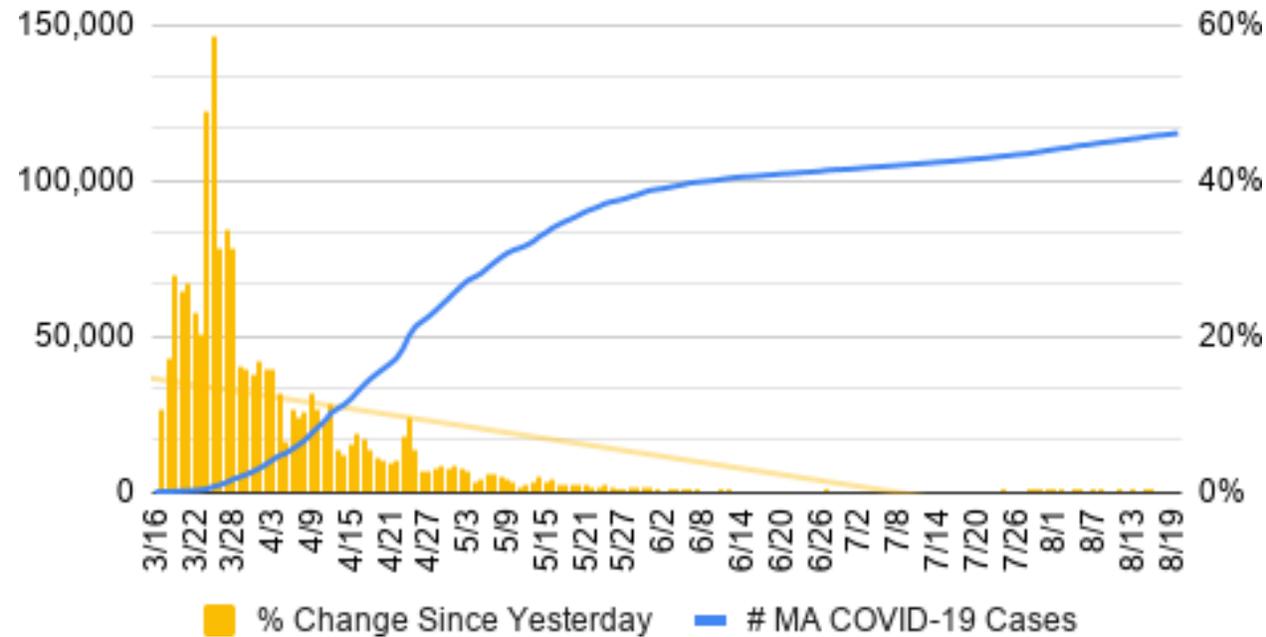
Ridership Trends -- All Buses



COVID-19 Key Metrics: MA Cases vs. MBTA Cases

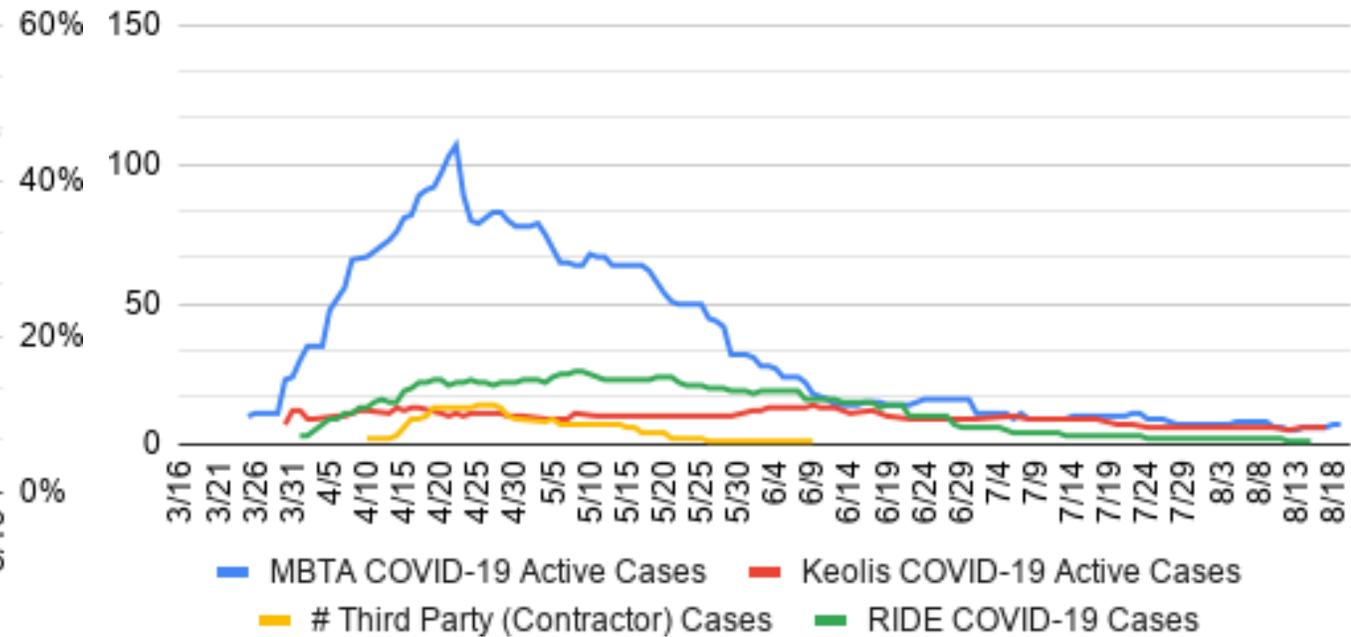
Massachusetts COVID-19 Statistics

Source: MDPH Website



MBTA COVID-19 Active Cases

Source: MBTA HR Business Operations Report, Keolis Daily Dashboard



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



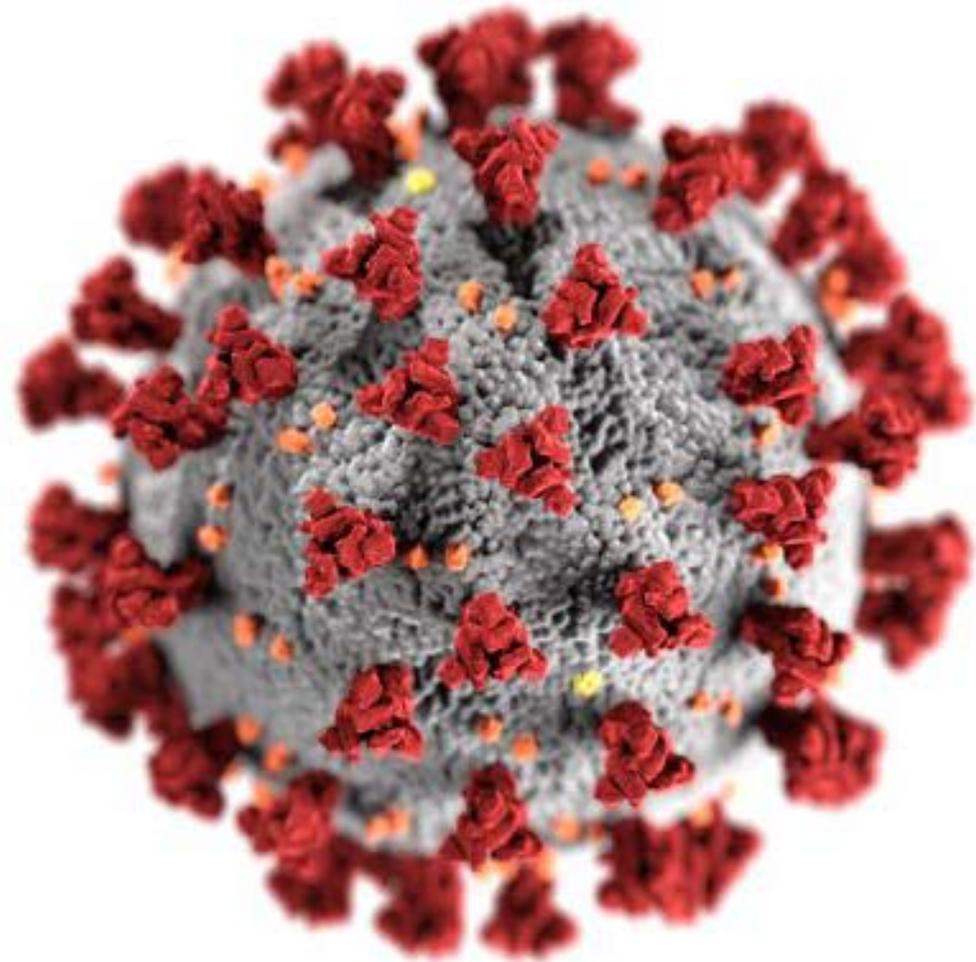
Fall Service Changes



Fall 2020 Bus Service Changes – effective August 30th

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

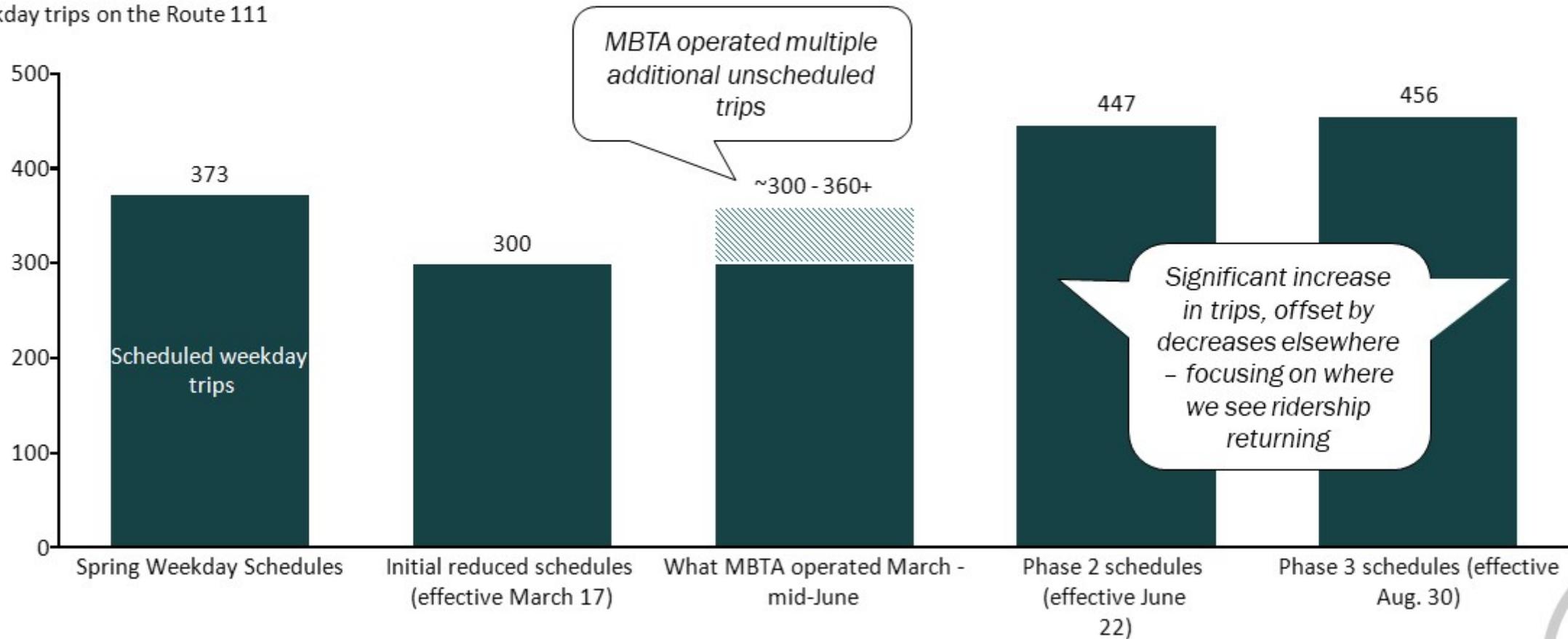
Fall Service Plan	Number of routes affected
Routes resuming service (currently not operating)	23 routes
Routes at or above pre-COVID service levels	120 routes, of which 21 routes significantly above pre-COVID weekday levels
Routes just below pre-COVID service levels	21 routes
Routes with structural changes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

For more detail, please visit
[MBTA.com/ServiceChanges](https://www.mbta.com/ServiceChanges)



Example: Weekday Service on the Route 111

Weekday trips on the Route 111



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](https://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



Service Level Planning Scenarios for FY22

- 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

