

**Massachusetts Bay  
Transportation Authority**

# Report from the General Manager

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Fiscal and Management Control Board

November 23, 2020

# Overall Ridership Trends

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- Ridership across all modes was lower this week than last week.
  - **Bus** ridership has averaged about 163k per day this week. This is about 3.5% lower than last Monday through Thursday\*.
  - **Subway** gates recorded about 113k taps per day this week. This is about 3.6% lower than last Monday through Thursday\*.
  - **Commuter Rail** is at roughly 14.5% of normal ridership and is on a steady trend.
  - **The RIDE** averaged about 2,325 trips per day this week, about 1.5% lower than last Monday through Thursday\*.

\*Comparison excludes Veterans Day

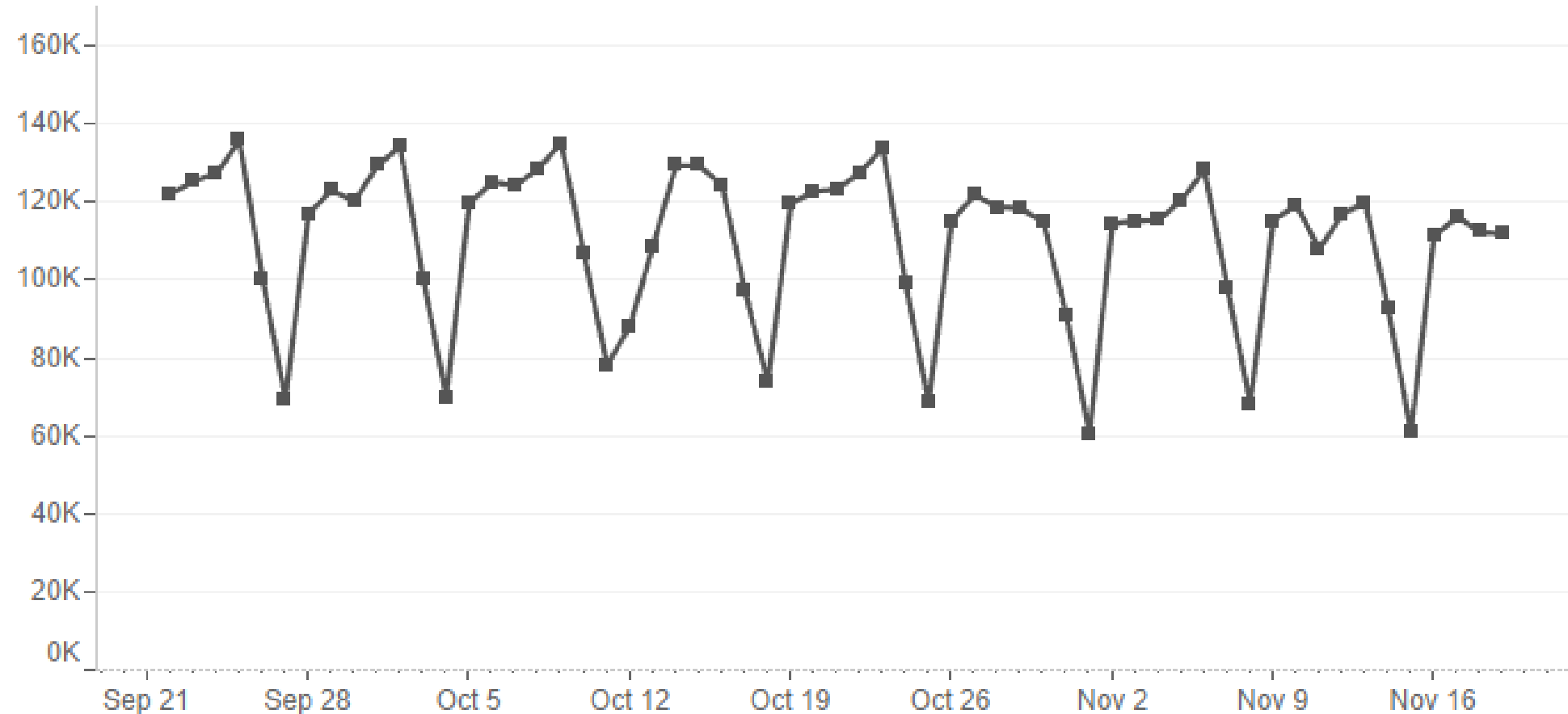


# Gated Rapid Transit Stations

| Line                 | Change in validations:<br>Nov 2019<br>weekday average vs.<br>weekday average for<br>Nov 16 – Nov 19, 2020 |
|----------------------|-----------------------------------------------------------------------------------------------------------|
| Blue Line            | -64%                                                                                                      |
| Green Line*          | -81%                                                                                                      |
| Orange Line          | -75%                                                                                                      |
| Red Line             | -78%                                                                                                      |
| Silver Line          | -84%                                                                                                      |
| Total Gated Stations | -76%                                                                                                      |

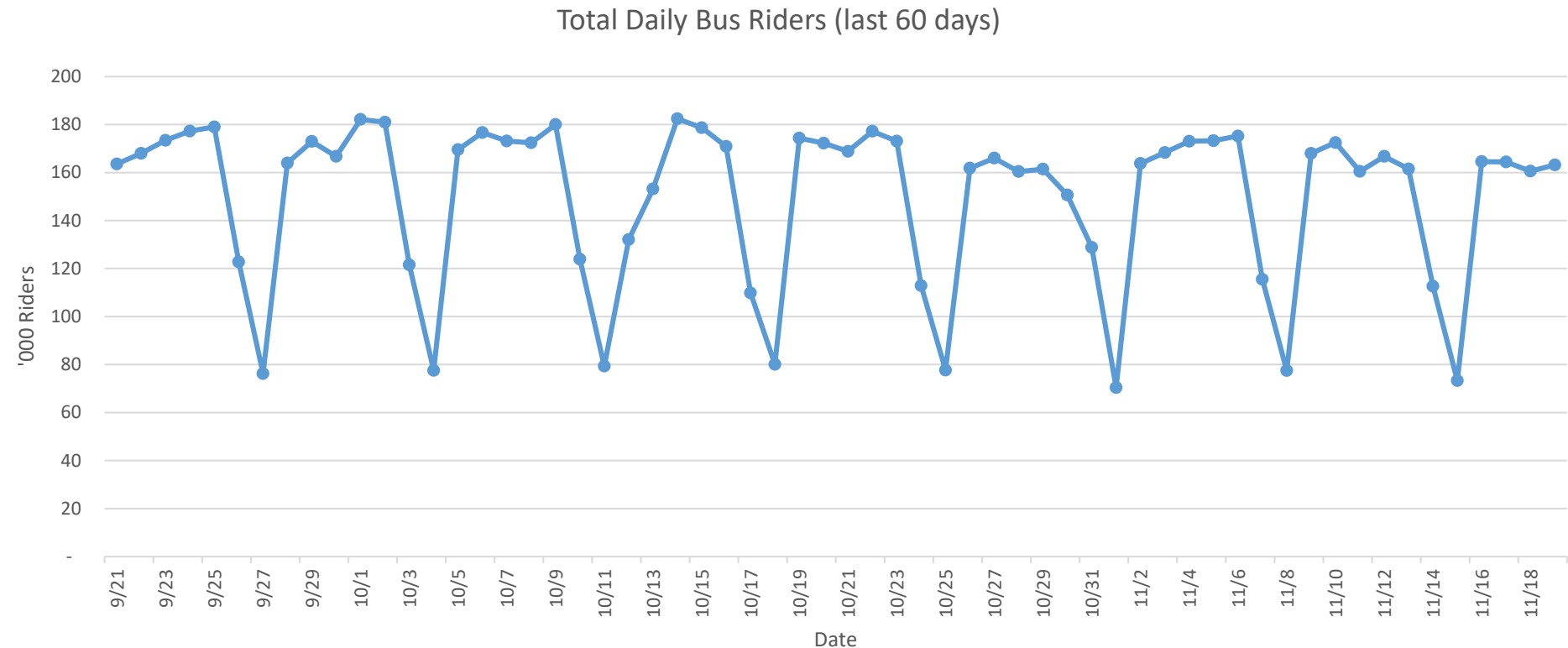
\*Green Line shuttling:  
North Station – Lechmere

Total Gated Station Validations (last 60 days)



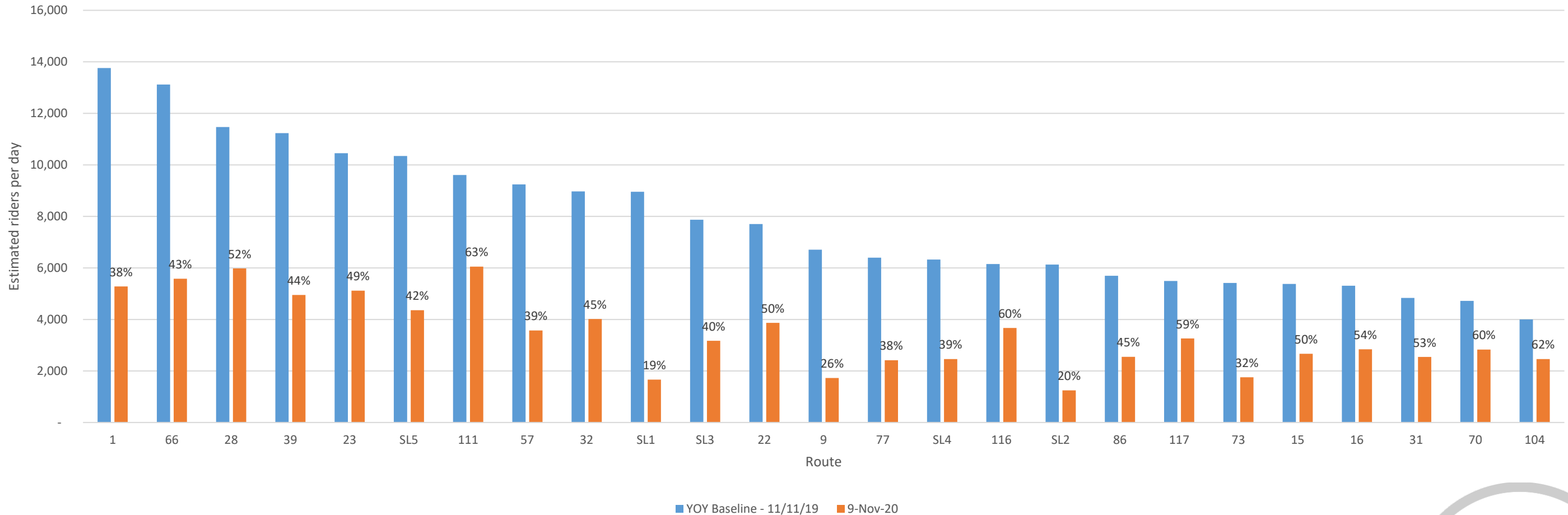
# Bus Ridership Trends

- Ridership estimated from APCs.
- Ridership for the most recent days is continuously revised as information on dropped trips is received.
- Route-level ridership has a higher level of uncertainty due to run-as-directed trips that are not in the schedule.



# Bus Ridership Top Routes

Daily Bus Ridership YOY, Week of 11/11/19 vs. Week of 11/9/20, Top Routes by Ridership



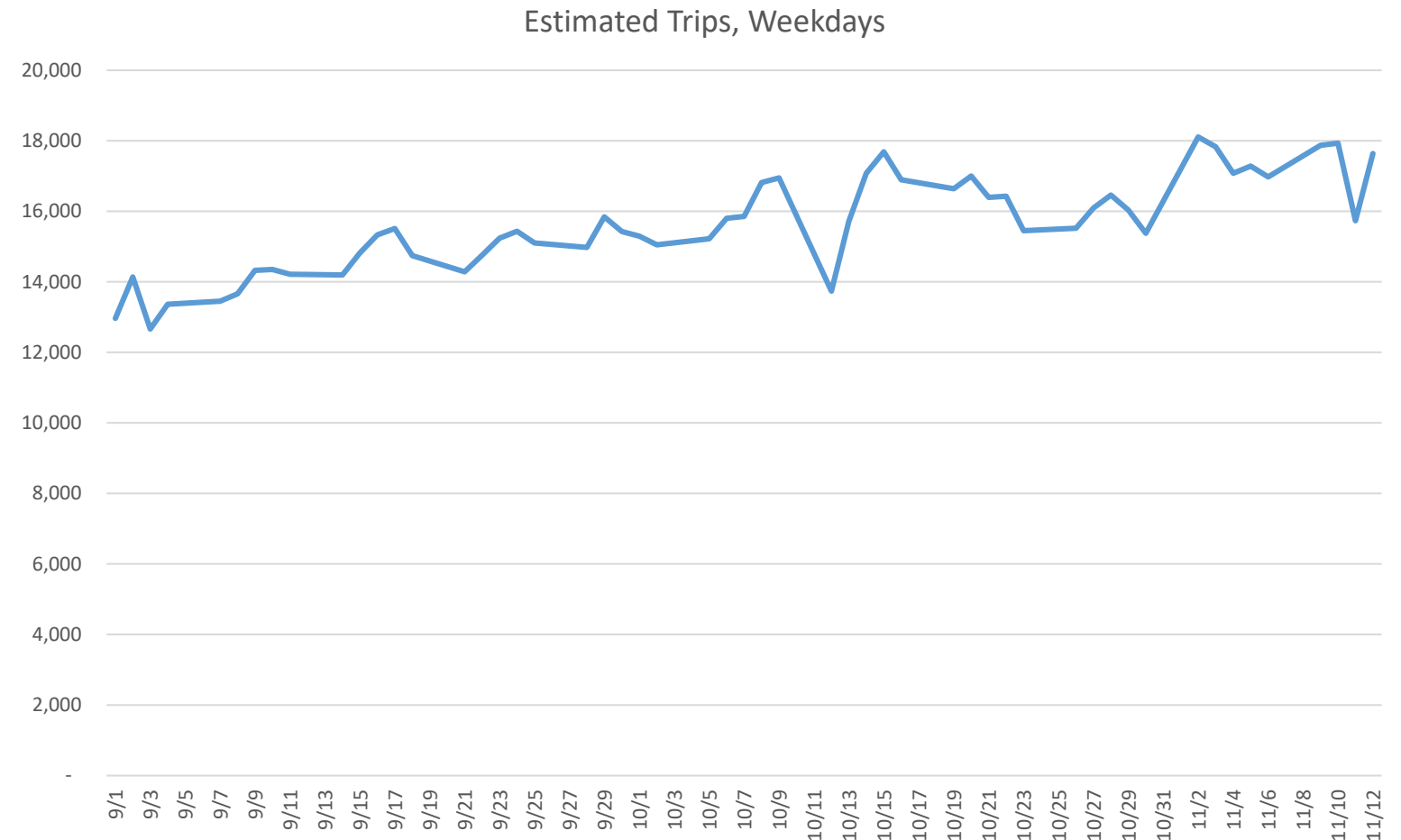
\*This chart displays average daily ridership by week, representing the most recent week available. The included routes represent the current top 20 as well as the top 20 routes pre-COVID.



# Commuter Rail Ridership

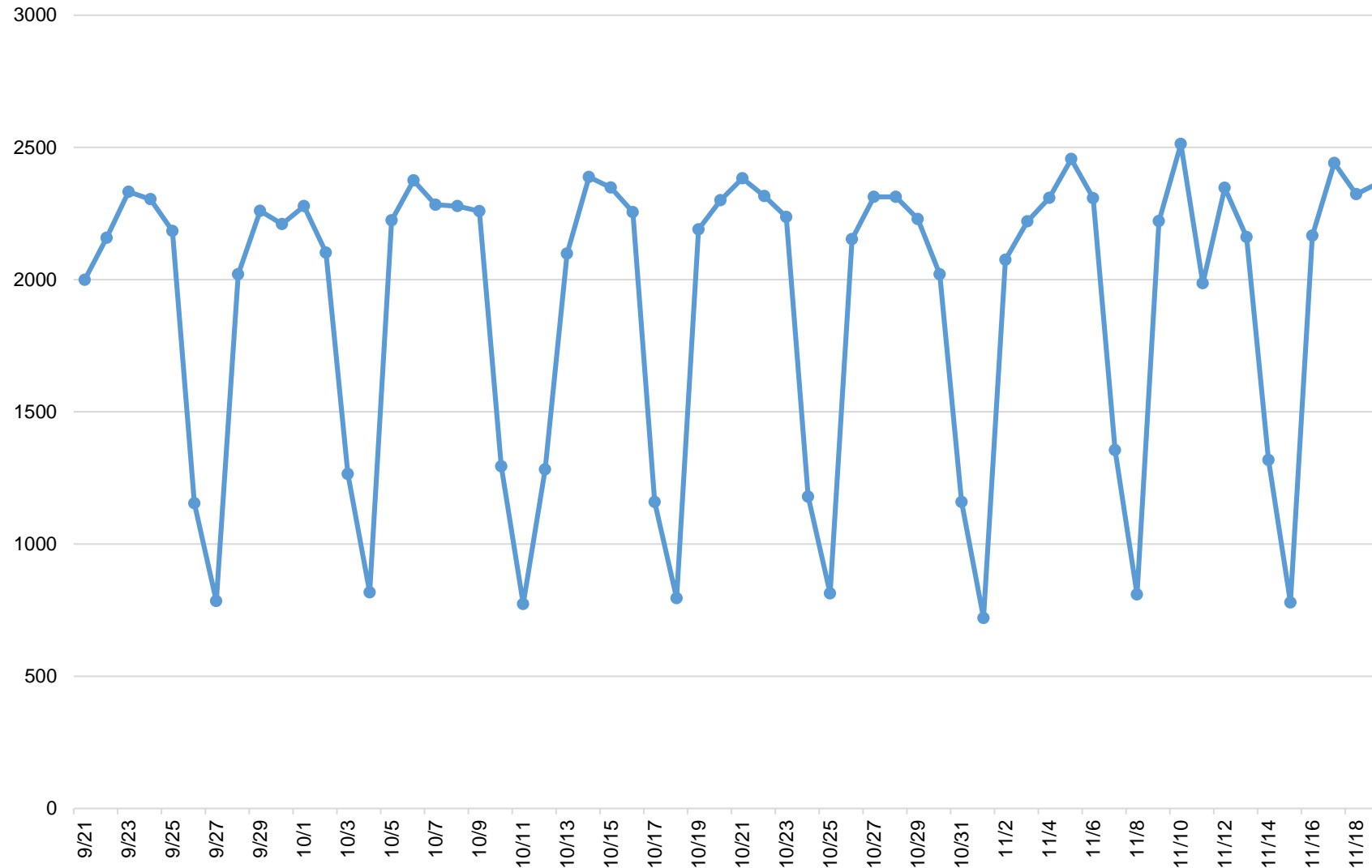
- Weekday totals (to the right) are aggregated from a combination of on-board conductor counts, counts of trains arriving at terminals, and automated passenger counters on-board trains. They are shown for the entire CR system.
- The current baseline comparison is approx. 120,800 trips, putting the week of 11/9 at 14.3% of normal.
- Chart below shows a snapshot of estimated all-day ridership (Week of 11/9-11/13) by line:

|                              | Estimated Daily Ridership (11/9-11/13) | Estimated % of 2018 Weekday CTPS Counts (all day) |
|------------------------------|----------------------------------------|---------------------------------------------------|
| Fairmount Line               | 713                                    | 27%                                               |
| Fitchburg Line               | 746                                    | 8%                                                |
| Framingham/Worcester Line    | 2078                                   | 11%                                               |
| Franklin Line                | 1661                                   | 14%                                               |
| Greenbush Line               | 527                                    | 9%                                                |
| Haverhill Line               | 1131                                   | 16%                                               |
| Kingston/Plymouth Line       | 1013                                   | 17%                                               |
| Lowell Line                  | 1432                                   | 13%                                               |
| Middleborough/Lakeville Line | 1404                                   | 20%                                               |
| Needham Line                 | 757                                    | 11%                                               |
| Newburyport/Rockport Line    | 2034                                   | 14%                                               |
| Providence/Stoughton Line    | 3089                                   | 12%                                               |



# The RIDE

The RIDE Trips per Day



The RIDE reported an average of 2,311 trips per weekday last week (11/9 - 11/13), excluding Veterans Day. This is a 56% drop from the baseline (2/24 - 2/28).

Ridership has averaged about 2,324 per day this week (11/16 - 11/19), a 0.6% increase over last week.

Recent ridership may be revised.



# Update on COVID Fare pilots

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- We are extending the **Lynn Zone 1A pilot** to June 30, 2021 to continue to allow bus and Blue Line riders to use the Commuter Rail from Lynn to provide for social distancing
  - We are currently surveying riders in Lynn about their use of the commuter rail to understand awareness and impact of the pilot
- We are extending the **5-day Flex Pass** on Commuter Rail to June 30, 2021 to continue to provide another option for riders
  - So far we have sold 3,225 passes that have been used for 27,200 trips
- We are extending **reduced fares for Youth Pass** holders on all Commuter Rail zones to June 30, 2021



# Brockton Commuter Rail Fare Program

## Sponsored by MassDOT, BAT, and the MBTA

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Beginning December 1, 2020, the MBTA will be **reducing Commuter Rail fares** for eligible **Brockton residents** to provide a reliable and economical alternative for commuters with a less than 40-minute train ride for \$2.40 per trip, the same price as the Zone 1A fare. This program aims to:

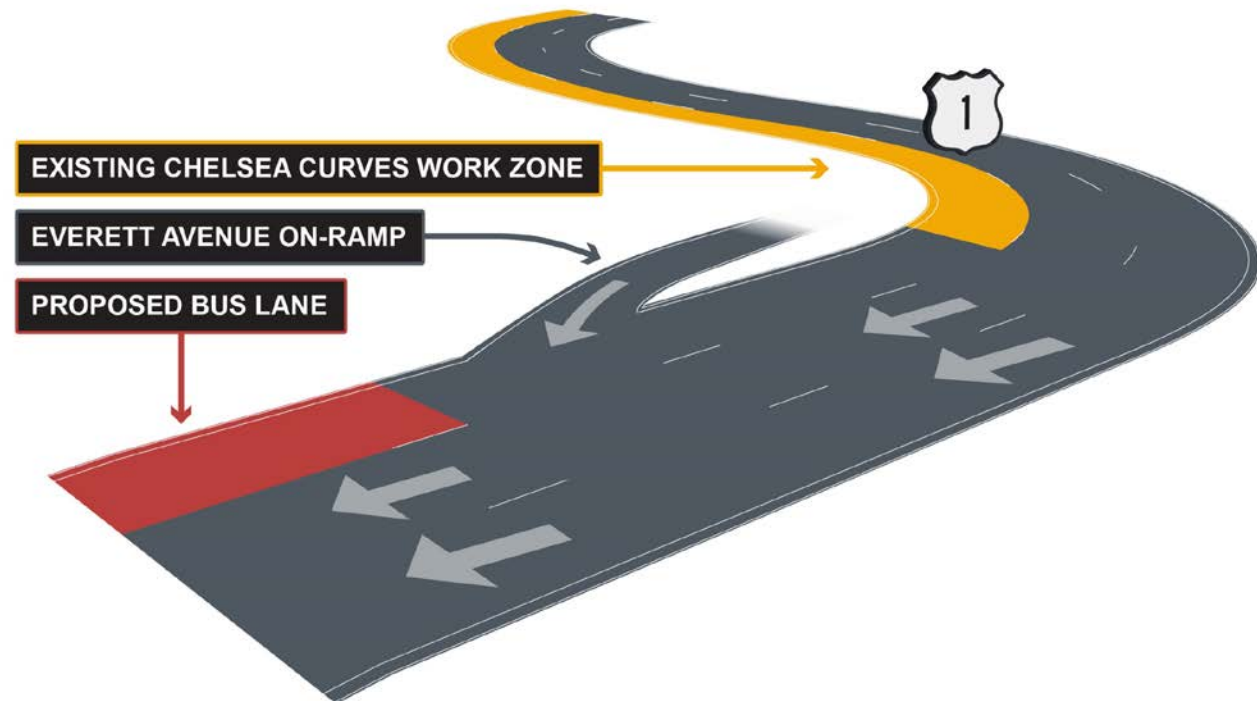
- Reduce crowding on BAT bus service to Ashmont, using a new mobile application supported by MassDOT as proof of program enrollment
- Allow for social distancing during the COVID-19 pandemic

Individuals can apply online or in-person at the BAT Center in downtown Brockton. Enrollment is first come, first serve and capped at 250 riders. The program will expire on May 31, 2020.



# Tobin Bridge Southbound Bus Pilot

- Pilot will begin Monday, December 14
- Exclusive to Bus Route 111
- Located on Route 1 Southbound
  - Begins at the Everett Ave On-Ramp
  - Ends just before the City Square Tunnel



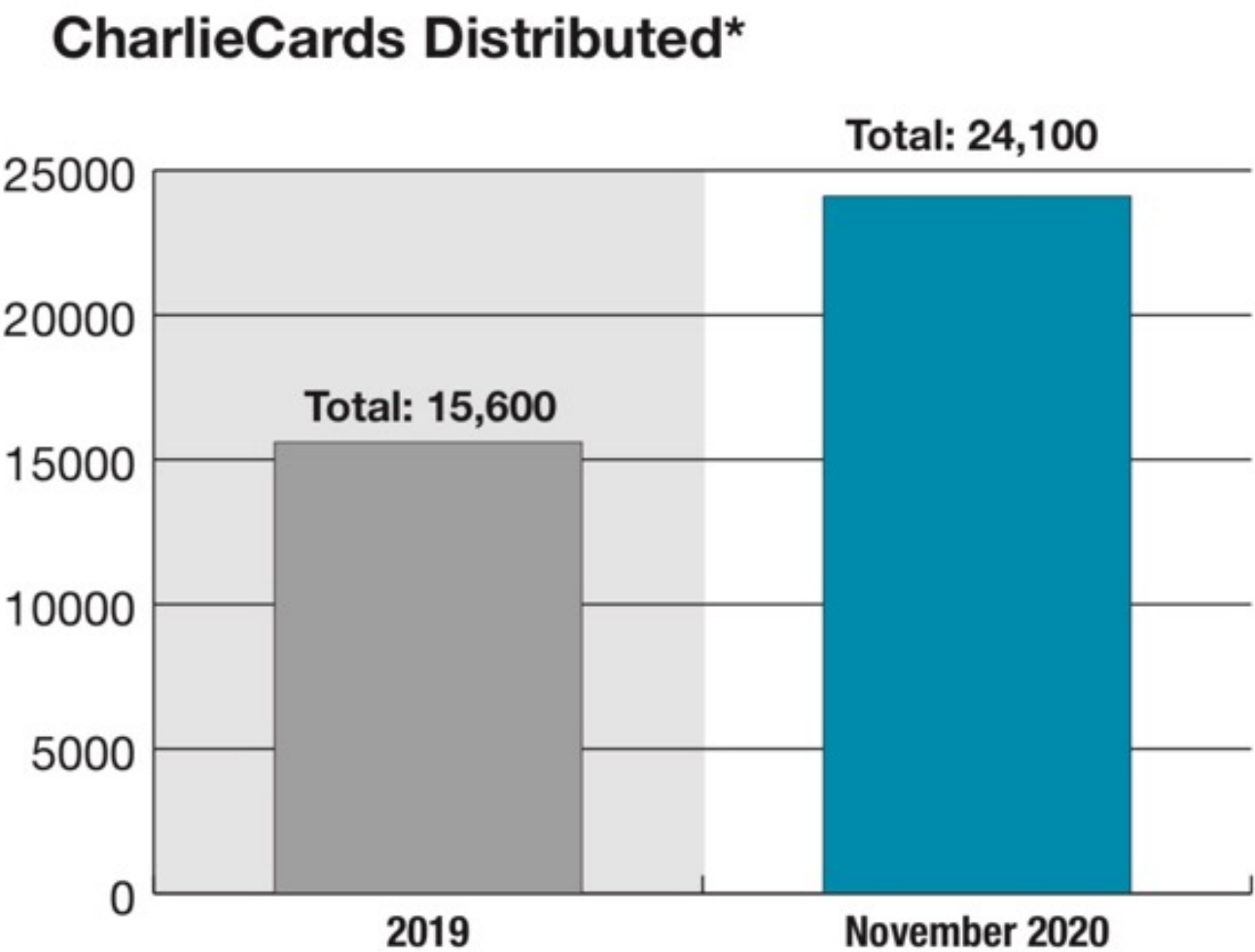
# CharlieCard Access Program

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- In 2019, the MBTA launched the CharlieCard Access Program working with non-profit organizations, cities, and towns to distribute more than 20,000 CharlieCards.
- In 2020, CX was awarded a \$30K grant by the Boston Foundation to expand the CharlieCard Access Program to include the East Boston Neighborhood Health Center, Mattapan Community Health Center, South End Community Health Center, Upham's Corner Health Center and Whittier Street Community Health Center.
- The grant funds 5,000 CharlieCards preloaded with five dollars, allowing each health center to receive 1,000 cards to distribute to their clients.



# CharlieCard Access Program



\* Cumulative monthly totals

### Partner Cities and Organizations

- Arlington

Ashmont

Boston City Hall

Boys & Girls Club of Boston

  - Edgerley Family South Boston Club
  - Yawkey Club of Roxbury
  - Jordan Club
  - Sumner Club
  - Berkshire Partners Blue Hill Club
  - Charlestown Club
  - Franklin Hill Club
  - Salesian Boys & Girls Club of East Boston
  - Orchard Gardens Club

Boston Library Branches

  - Egleston Square
  - Fields Corner
  - Mattapan
  - East Boston
  - Brighton
  - Connolly
  - Hyde Park
  - Roslindale
  - West Roxbury
  - Charlestown
  - Central Branch
  - South Boston
  - Codman Square
  - Parker Hill
  - Uphams Corner
- Cambridge

Chelsea CAPIC

Chelsea City Hall

Chelsea Public Library

Chelsea Senior Center

Codman Sq. Health Center

East Boston Neighborhood Health Center

Fairmont

Greater Boston Food Bank

Lower Roxbury

Lynn

Madison Park Development Corp.

Malden

Mattapan

Mattapan Community Health Center

Quincy

Revere City Hall

Salem

Somerville

South End Community Health Center

Uphams Corner Community Health Center

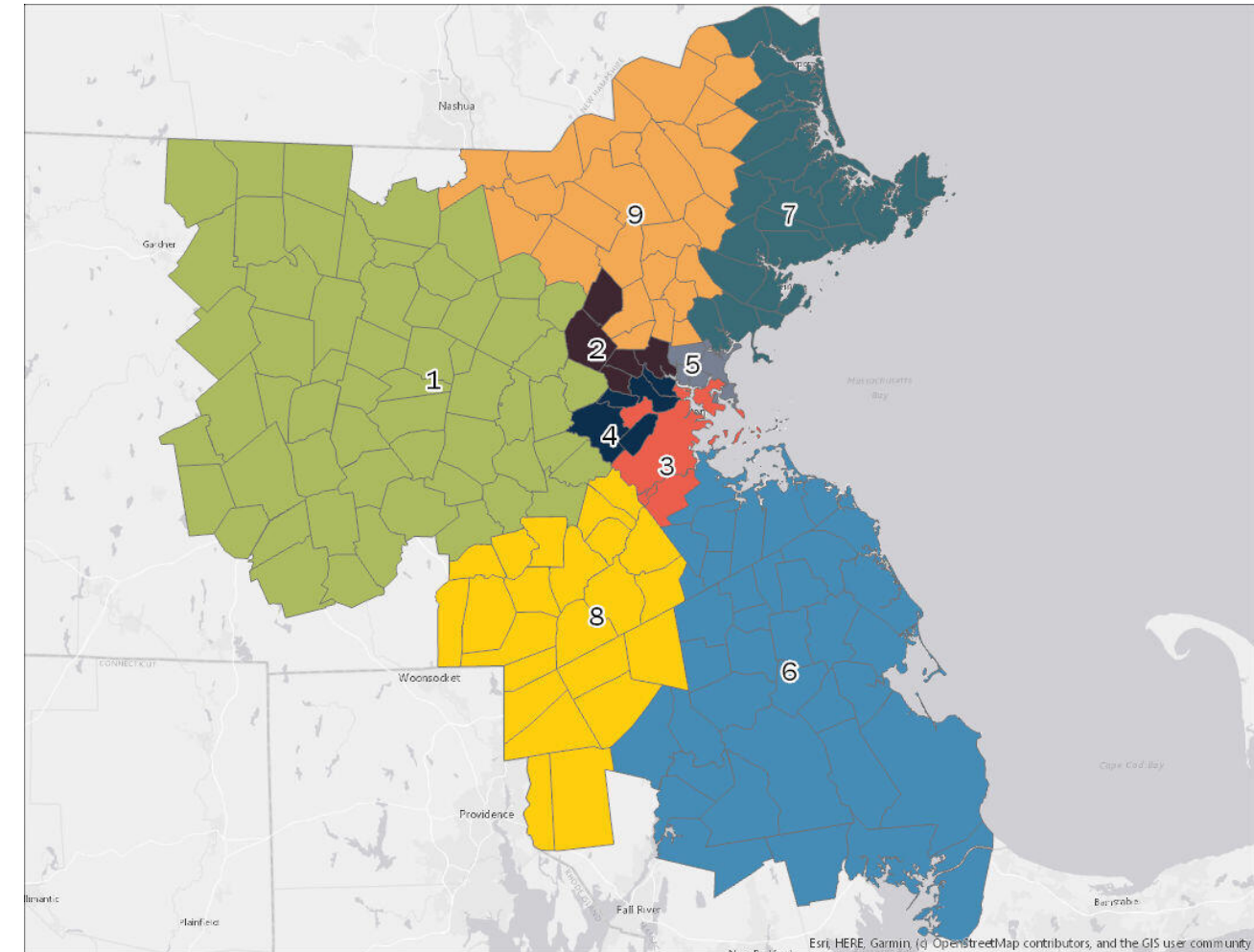
Watertown

Whittier St Community Health Center

Winthrop

# Forging Ahead Public Meeting Schedule

| Meeting Date                 | Time              | Region     | Region Name       |
|------------------------------|-------------------|------------|-------------------|
| Tuesday, November 10, 2020   | 6:00 PM - 8:00 PM | Region 1   | Metrowest         |
| Thursday, November 12, 2020  | 6:00 PM - 8:00 PM | Region 2   | Minuteman         |
| Saturday, November 14, 2020  | 1:00 PM - 3:00 PM | Region 3   | Boston and Milton |
| Tuesday, November 17, 2020   | 6:00 PM - 8:00 PM | Region 4   | Inner Core        |
| Wednesday, November 18, 2020 | 6:00 PM - 8:00 PM | Region 5   | Mystic River      |
| Thursday, November 19, 2020  | 6:00 PM - 8:00 PM | Systemwide | Systemwide        |
| Monday, November 23, 2020    | 6:00 PM - 8:00 PM | Region 6   | South Shore       |
| Tuesday, November 24, 2020   | 6:00 PM - 8:00 PM | Region 7   | North Shore       |
| Monday, November 30, 2020    | 6:00 PM - 8:00 PM | Region 8   | Bristol           |
| Tuesday, December 1, 2020    | 6:00 PM - 8:00 PM | Region 9   | Merrimack Valley  |
| Wednesday, December 2, 2020  | 6:00 PM - 8:00 PM | Systemwide | Systemwide        |



Meetings will address service in a specific region. The nine regions pictured above are: 1) Metrowest, 2) Minuteman, 3) Boston and Milton, 4) Inner Core, 5) Mystic River, 6) South Shore, 7) North Shore, 8) Bristol, and 9) Merrimack Valley.