



Massachusetts Bay Transportation Authority

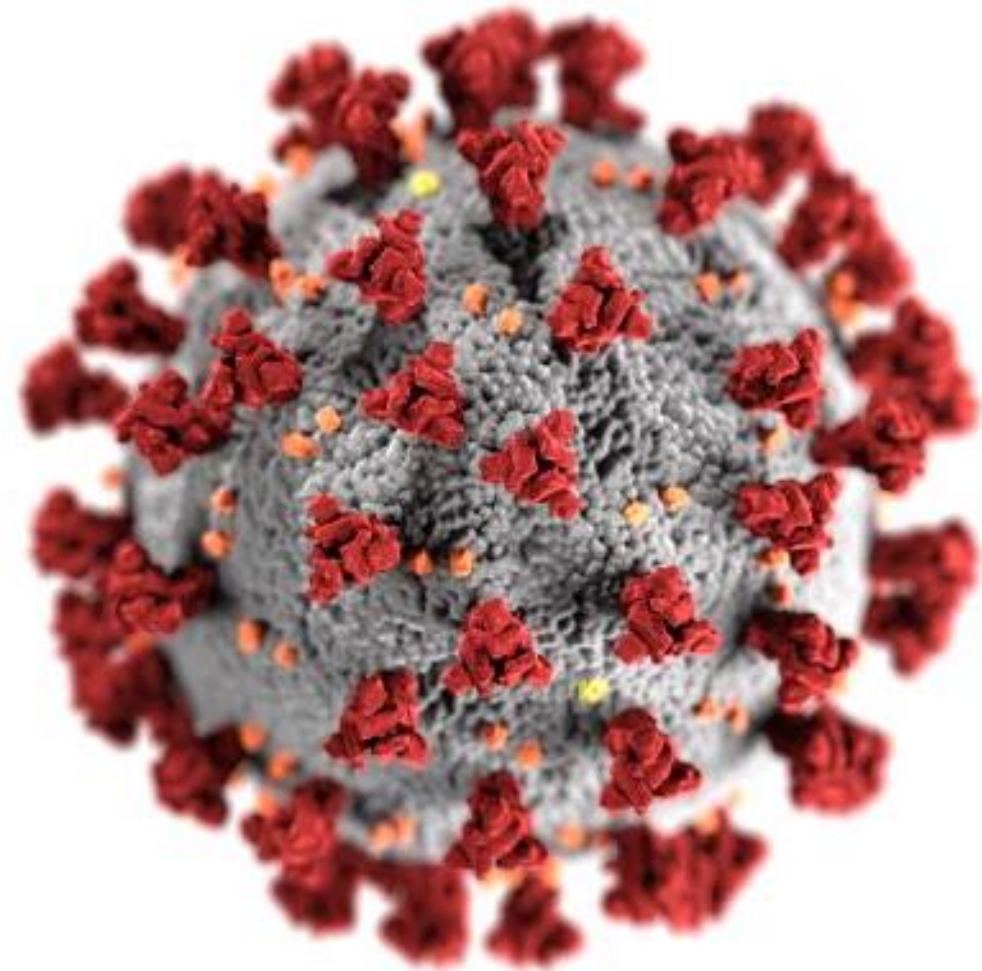
Report from the Deputy General Manager

Fiscal and Management Control Board
December 7, 2020

Winter 2020 Rail and Bus Service Changes – effective December 20th

We are continuing to modify MBTA service in response to the impacts of COVID-19. These changes will:

- **Build operational flexibility in Rail and Bus schedules**
- **Accommodate changing ridership patterns**
- **Support physical distancing for both riders and employees**
- **Optimize service with finite resources**



Rail Winter Rating Service Changes – Starting December 20th

Reduced ridership and improved run times are providing operational capacity to make schedule changes building “cover list” or flexible service capacity. In some cases it will result in increases of headways. Peak headway changes outlined below:

- Red Line:
 - Peak headway changes from 4.25/4.5 min to 4.7 minutes
- Orange Line:
 - Peak headway changes from 6.3 to 7.0 minutes
- Blue Line: No change proposed
- Green Line:
 - B – Line AM peak headway increases 5.6 to 6.0 minutes, PM peak increases from 5.8 to 6.25 minutes
 - D – Line peak headways increase from 6.0 to 6.6 minutes

Crowding, in all cases, is not expected to exceed our social distancing standard.



Bus Winter Rating Service Changes – Starting December 20th

Continued changes to the bus schedule to accommodate flexible assignment of operators.

Modifications from the Fall Schedule:

- Three routes getting service level increases: 16, SL3, and SL5 (Approx. 120 Routes at or above pre-Covid service levels.)
- Six routes are getting modifications to frequency/schedule to match ridership: 7, 57, 71, 73, 77, and SLW
- Two additional routes temporarily suspended due to extremely low ridership: 72 and 195 (15 other routes remain temporarily suspended)
- Other minor changes to a number of other routes

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



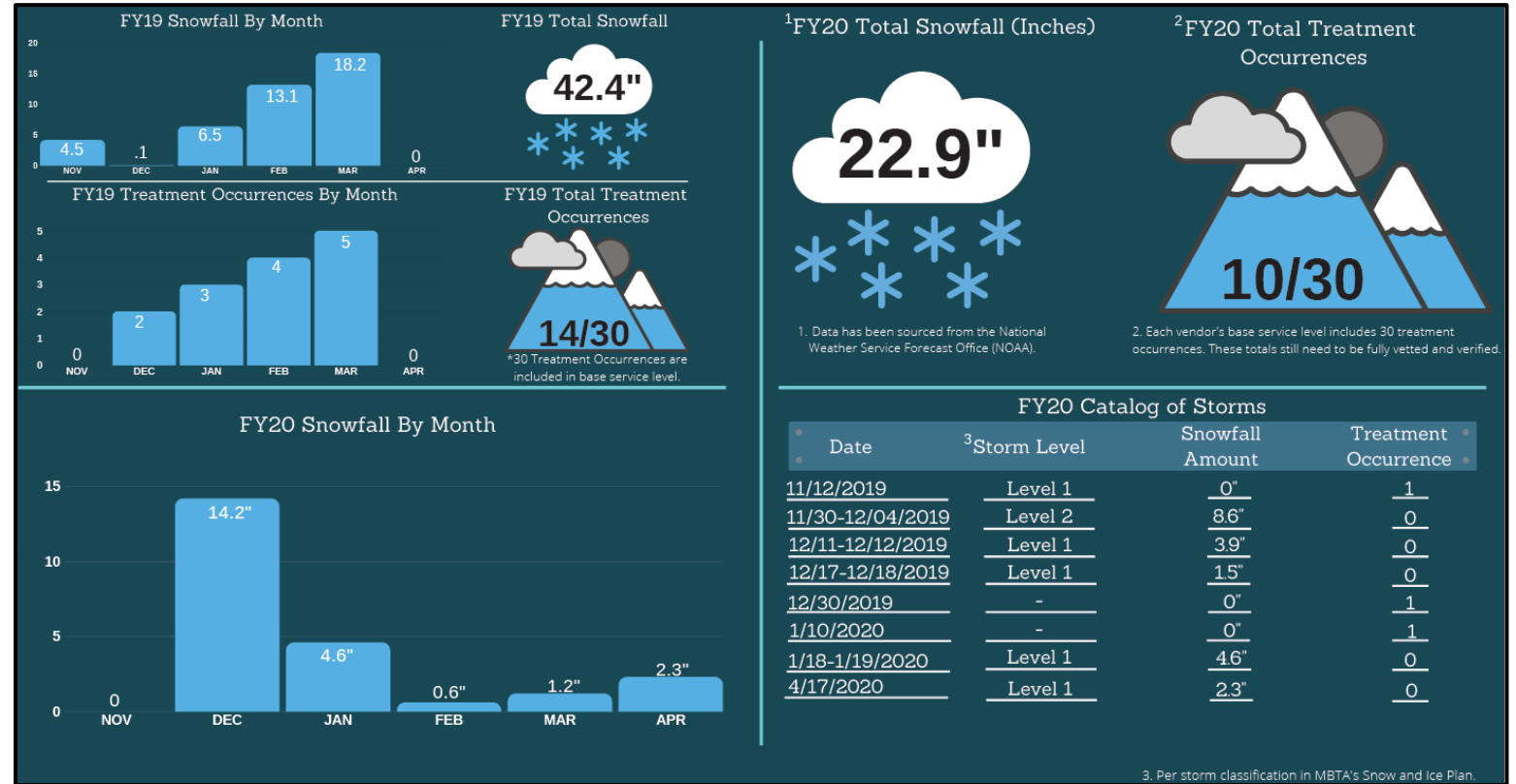
MBTA Winter Preparedness - Overview

- Review of Winter of 2019/2020
- Winter Planning During the Covid-19 Pandemic
- Winter 2020/2021 Communications Strategy
- Always Evolving: New Initiatives This Year
 - Infrastructure
 - Vehicles
 - Management
 - Municipal Partnerships



Winter 2019/2020 Recap

- 22.9 total inches of snow (~60% fell in the month of December)
- 2nd year of global snow contracting
- 10 treatment occurrences
- Pre-deployment of snow fighting equipment (Braintree, Ashmont, Forest Hills, and Mattapan)
- No full system shutdowns or closures



Winter Planning During the Covid-19 Pandemic

The Authority has modified it's winter plan to ensure continuity of operations during the pandemic.

- Approximately \$1 Million spent each week on Covid protection for both customers and employees.
- On site employee Covid testing and contact tracing critical to limiting employee exposure and managing outbreaks.
- Winter rail and bus schedules developed to support a rise in absences.

Examples of Winter Plan Modifications are:

- All Operations management staff continuously operating in Team 1/ Team 2 physical separation.
- Emergency Operations Center (EOC) moved to a virtual platform.
- Key mission support staff shifts / break periods staggered to support social distancing.
- Additional crew space and maintenance vehicles obtained to maintain social distance
- All contractors have been briefed and expected to comply with Covid prevention protocols

Free voluntary COVID-19 testing for MBTA employees

The MBTA is offering voluntary drive through COVID-19 testing at our facility in Everett. Please register by completing the form at mbta.com/covidtesting and we will reach out to you to confirm your appointment.

Please schedule your test during non-working hours. Masks must be worn at all times while on the premise including while in your car.

Massachusetts Bay Transportation Authority | Questions? Email covidtesting@mbta.com

Exercise Participants

- S&EM facilitators will guide the discussion
 - Nick Boyd
 - Tim Morin
 - John Hynes
- S&EM scribes will record key points, actions
 - Brian Laffness
 - Maria Sabha
- MBTA Operations, Support, and Administrative departments will participate in the discussion as players

11/19 Coronavirus (COVID-19) MBTA Preparedness Dashboard

Published Monday on Thursday at 8:00 AM | Information online is current and subject to change

COVID-19 CASER

Case Total	192,050	2442
7-DAY CHANGE	26	209

MBTA-CASHP (vs. before COVID-19)

Category	Before	Green	Orange	Red	Yellow	Grey	White	Grey	White	Grey	White
SEVERE	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
MODERATE	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
MINOR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NO RISK	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

UPDATES

General (Lead N. Boyd)

- The CDC issued a warning of common holiday activities by COVID-19 transmission risk levels.
- The CDC is standing up a panel to determine who will receive rapid a rapid widespread distribution not expected until Spring.
- The recent day over the weekend increase of COVID-19 cases has reached up to 18%.
- 3 states have been removed from MA's list of over-risk states: NY, PA, and DC leaving only ME, HI, VT, and RI.
- Governor White indicated that he has no intention of allowing the state to change to COVID-19 status on that end yet.
- Moderna announced that their vaccine is 94.5% effective. Pfizer revealed its vaccine efficacy to 95%, up from 90% earlier reported.
- Mayor Walsh is considering, if all the possible, need for a 2nd school year will be a result of some health don't improve.
- Rapid COVID-19 testing will be made available in December to 134 Massachusetts schools.
- Long lines for COVID-19 tests seen in MA, Governor considered guidance to stop hotels for Thanksgiving is being ignored.

PPC (Lead C. Goodrich)

- 100,000 face coverings provided by New Balance for riders as part of Ride Safe campaign to be distributed at select stations.
- MBTA received from vendor has been removed from the premises following findings that the product is not effective in combating COVID-19. MBTA is being refunded costs from vendor.

Clean/Disinfect (Lead J. Pivato)

- Cost saving practices are being implemented through efficiencies and contract negotiations.
- All changes will be made to ensure it does not impact levels due to changes in COVID-19 cases. A release is underway for post-pandemic cleaning efforts.

Communications (Lead A. Cassidy/Levy)

- New MBTA COVID-19 dashboard added for launch week after Thanksgiving.

Workforce/Policy (Lead D. Paragoni)

- MBTA Safety will send a new 30-minute COVID-19 Workplace Safety training program for employees through Learning Hub.
- Discussions for a leave management process in the new year is underway. In progress for the COMPAS 2.0 evaluation.
- MBTA Safety continues to complete mask compliance audits.
- Review large alpha in MBTA COVID-19 testing demand.

Service Planning/Operations (Lead K. Brown)

- No significant updates noted.

Keying Ahead/Initiative (Lead L. Pignataro)

- Without Public Meeting (reduced) brought in service proposal service changes modifications to be presented to Board 12/7.
- Care vaccine prioritization for MBTA employees under discussion.

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MBTA Winter Preparedness-Public Information Strategy

This Seasons Customer Campaign Focuses on Combining Winter Planning with Ride Safer program.

General Awareness: the MBTA has extended its Ride Safer plan in preparation of the winter season

- Goal: As we shift into the winter months, we need to explore a refreshed Winter campaign to ensure our riders feel confident that we're prepared for the inclement weather and how they may be additionally impacted given the current COVID-19 pandemic
- Tactics: Digital screens, social media, in-vehicle ads, mbta.com/winter update, press

Actionable Information: before, during, and after storms, get customers the information that is relevant to them when they need it

- Omni-channel messaging
 - PA systems, T-Alerts, public data feed, social media, digital screens, website, in-station personnel, call center, press
 - System-wide overview on broadcast channels like website, digital screens, social media
 - Tailored to customers' usage on push channels like T-Alerts
- Before: What service we're planning to run during the storm
- During and after: any delays or disruptions that occur, next day's planned service



Public Information Features 2020/2021

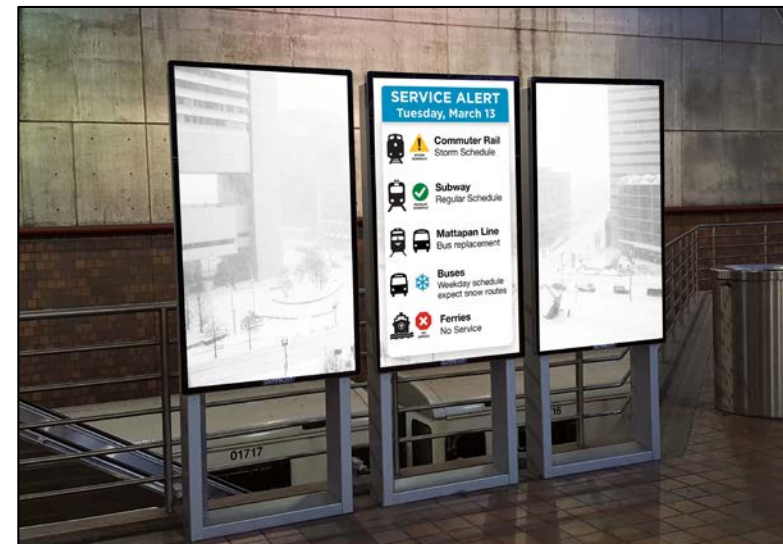
Updated Winter Webpage

- Modeled after successful curated content for visitors
- On non-storm days, the page tells customers what to expect during winter weather
- If a storm is on the way, the page becomes an overview of our service plan and impacts for that storm



Direct Access to Digital Ad Screens

- Will have ability to take over all content on all screens in the event of a severe emergency or system shutdown
- Can push emergency content to digital ad screens



MBTA Winter Preparedness - Always Evolving: Infrastructure

System-wide Tree Management Program Critical to Winter Planning

Over the last year we have completed:

- Six miles of tree pruning and clearing on focused areas of the transit system.
- 80 miles of tree management along the Commuter Rail Network

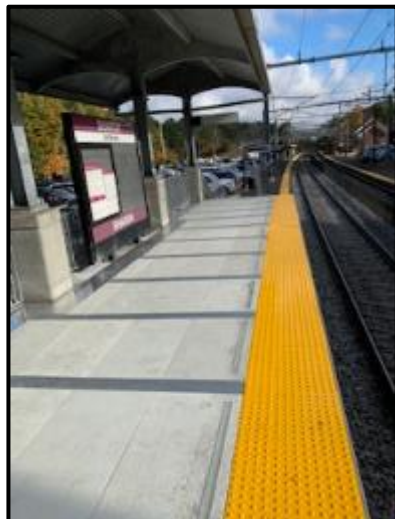
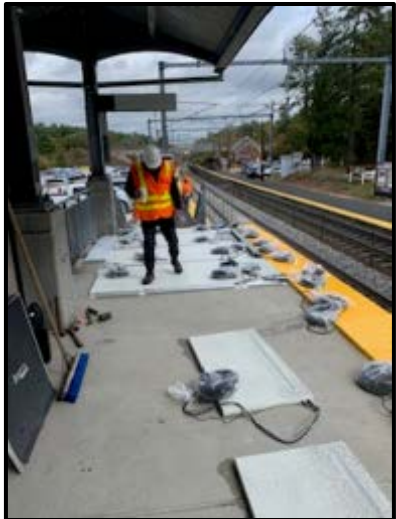
The Authority and Keolis continue to work with municipalities and the Department of Environmental Protection for planning of future tree work.



Always Evolving: Infrastructure



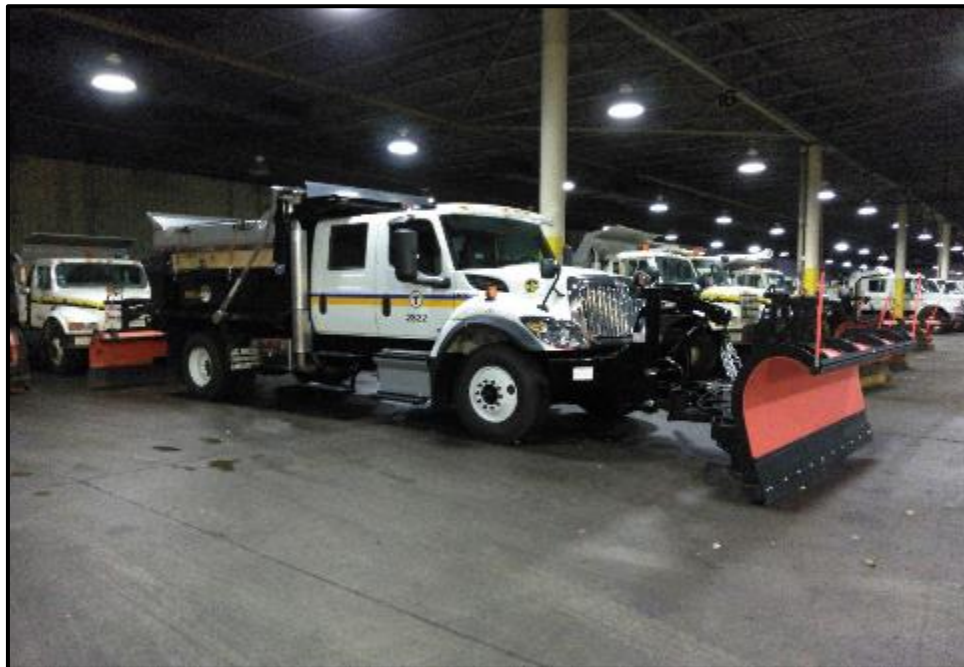
- Expanding successful implementation of remote interlocking monitoring of switch heaters, third rail heaters, and trip heaters
- 64 gas hot air blowers being installed at critical switches
- Pilot of heated platform and stairwell at Sharon Station



MBTA Winter Preparedness - Always Evolving: Vehicles



- Replacement of three snow fighters
- Installation of new layover air systems in Franklin, Readville, Middleboro, Kingston, and Needham to prevent air system failures
- Ensuring key spare parts on hand to support new Orange line trains



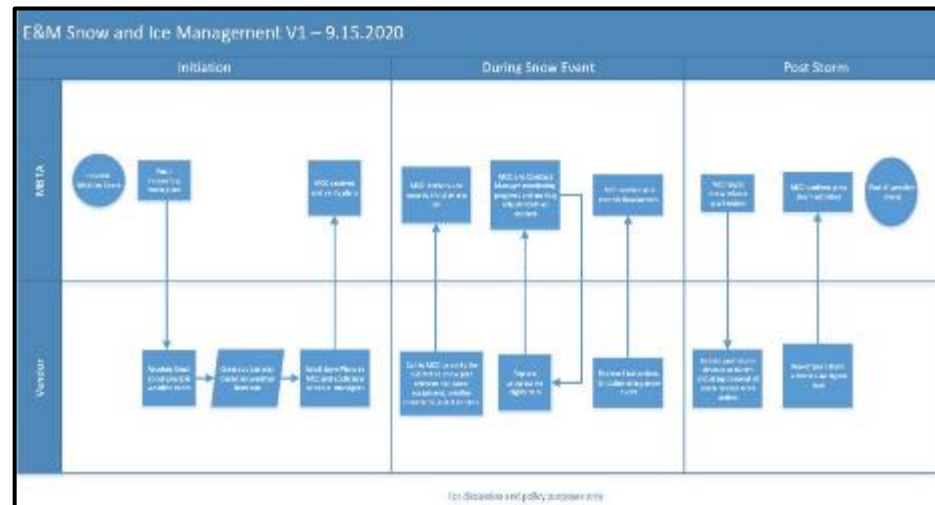
MBTA Winter Preparedness - Always Evolving: Management

- Published Revised 2020 / 2021 Snow and Ice Plan
- Digitizing Storm Staffing Plans to support the updated Snow Plan – replacing manual process
- Equipment deployment drill held on November 17th




Always Evolving: Management

- Parking lot snow maps have been developed and distributed to snow clearing vendors.
- Built a more robust digital ecosystem to search for and find responsibilities by location and to support near real time reporting.
- Continue pilot with MassDOT drone team to operationalize post-storm flights to assess MBTA facility locations are appropriately cleared for operations.






Always Evolving: Management

- Reduced storm schedules for Commuter Rail, Bus and Green Line Operations
- Launched new platform to expand internal communication plan for operators during reduced schedules



STORM SCHEDULE

Fall/Winter 2020-2021

Ride Safer.  Wear a face covering.  Maintain a healthy distance.  Practice good hygiene.

Storm schedule in effect when declared in advance by the MBTA. Announcement made late in the afternoon on the prior day. Stay connected to MBTA.com for up-to-the minute information.

FAIRMOUNT LINE

Monday to Friday

Inbound to Boston
AM
PM


ZONE	STATION	TRAIN #	1902	1904	1906	1908	1910	1912	1914	1916	1918	1920	1922	1924	1926	1928	1930	1932
2	Readville	5	7:30	8:30	9:30	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	9:30	10:30
1A	Fairmount	5	7:33	8:33	9:33	10:33	11:33	12:33	1:33	2:33	3:33	4:33	5:33	6:33	7:33	8:33	9:33	10:33
1A	Blue Hill Ave	5	7:36	8:36	9:36	10:36	11:36	12:36	1:36	2:36	3:36	4:36	5:36	6:36	7:36	8:36	9:36	10:36
1A	Morton Street	5	7:39	8:39	9:39	10:39	11:39	12:39	1:39	2:39	3:39	4:39	5:39	6:39	7:39	8:39	9:39	10:39
1A	Talbot Ave	5	7:41	8:41	9:41	10:41	11:41	12:41	1:41	2:41	3:41	4:41	5:41	6:41	7:41	8:41	9:41	10:41
1A	Four Corners/Geneva Ave	5	7:44	8:44	9:44	10:44	11:44	12:44	1:44	2:44	3:44	4:44	5:44	6:44	7:44	8:44	9:44	10:44
1A	Uphams Corner	5	7:47	8:47	9:47	10:47	11:47	12:47	1:47	2:47	3:47	4:47	5:47	6:47	7:47	8:47	9:47	10:47
1A	Newmarket	5	7:49	8:49	9:49	10:49	11:49	12:49	1:49	2:49	3:49	4:49	5:49	6:49	7:49	8:49	9:49	10:49
1A	South Station	5	7:58	8:58	9:58	10:58	11:58	12:58	1:58	2:58	3:58	4:58	5:58	6:58	7:58	8:58	9:58	10:58

Monday to Friday


Outbound from Boston
AM
PM

ZONE	STATION	TRAIN #	1903	1905	1907	1909	1911	1913	1915	1917	1919	1921	1923	1925	1927	1929	1931	1933
1A	South Station	5	7:50	8:50	9:50	10:50	11:50	12:50	1:50	2:50	3:50	4:50	5:50	6:50	7:50	8:50	9:50	10:50
1A	Newmarket	5	7:58	8:58	9:58	10:58	11:58	12:58	1:58	2:58	3:58	4:58	5:58	6:58	7:58	8:58	9:58	10:58
1A	Uphams Corner	5	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00
1A	Four Corners/Geneva Ave	5	8:03	9:03	10:03	11:03	12:03	1:03	2:03	3:03	4:03	5:03	6:03	7:03	8:03	9:03	10:03	11:03
1A	Talbot Ave	5	8:06	9:06	10:06	11:06	12:06	1:06	2:06	3:06	4:06	5:06	6:06	7:06	8:06	9:06	10:06	11:06
1A	Morton Street	5	8:08	9:08	10:08	11:08	12:08	1:08	2:08	3:08	4:08	5:08	6:08	7:08	8:08	9:08	10:08	11:08
1A	Blue Hill Ave	5	8:10	9:10	10:10	11:10	12:10	1:10	2:10	3:10	4:10	5:10	6:10	7:10	8:10	9:10	10:10	11:10
1A	Fairmount	5	8:13	9:13	10:13	11:13	12:13	1:13	2:13	3:13	4:13	5:13	6:13	7:13	8:13	9:13	10:13	11:13
2	Readville	5	8:18	9:18	10:18	11:18	12:18	1:18	2:18	3:18	4:18	5:18	6:18	7:18	8:18	9:18	10:18	11:18


Severe weather advisory system The MBTA and Keolis closely monitor weather forecasts to determine if conditions necessitate changes to the Commuter Rail schedule. During weather events, the symbols to the right will communicate service level and impact on passengers. Service level for the following day will be announced late in the afternoon on the prior day.




REGULAR SCHEDULE
Trains will operate on a normal schedule.





STORM SCHEDULE
Major changes to the regular schedule. Substitutes also available on MBTA.com within Service stations.





NO SERVICE
No passenger service on Commuter Rail.


 Massachusetts Bay Transportation Authority



 Visit MBTA.com

 Customer Service 617-222-3200

 Download the Commuter Rail App

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MBTA Winter Preparedness Always Evolving: Municipal Partnerships

- Letter being drafted for town administrators and city mayors to remind municipalities of their snow clearing obligations
- Virtual meeting and Q&A session being scheduled for municipal / DPW staff
- New dedicated bus lanes are a key area of focus.
 - Columbus Ave BRT platform snow removal to be consistent with other BRT stations
 - City of Chelsea MOU to be renewed for SL3

