



**Massachusetts Bay
Transportation Authority**

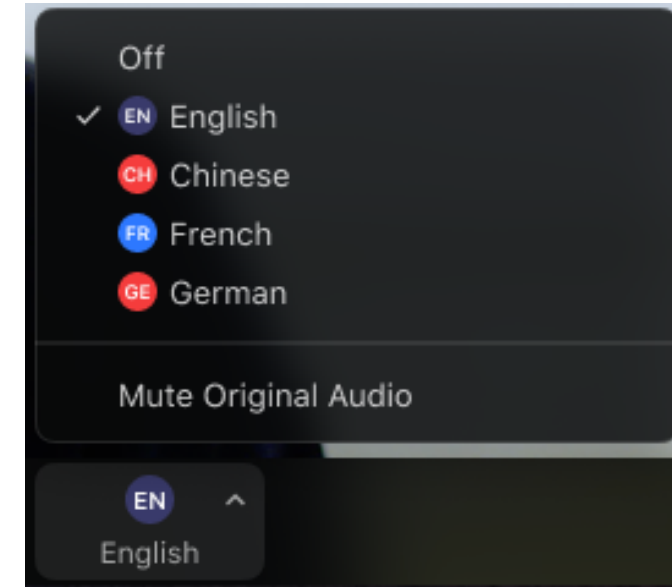
Spring 2021 Service Changes

February 2021

Zoom

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- 点击你想要听的语言
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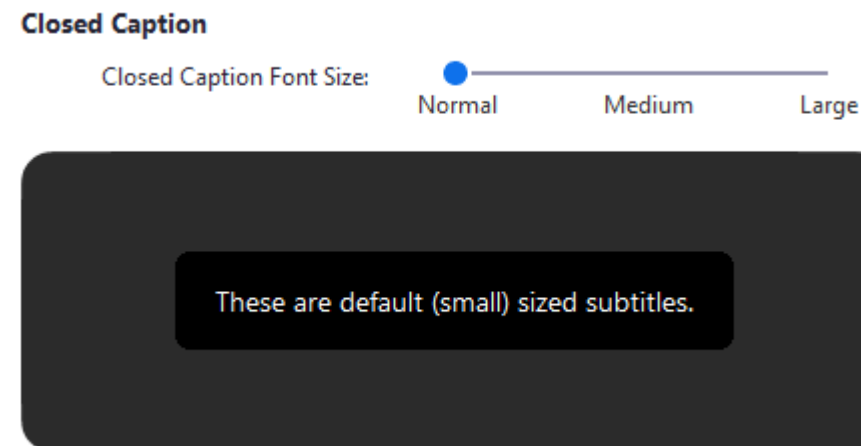
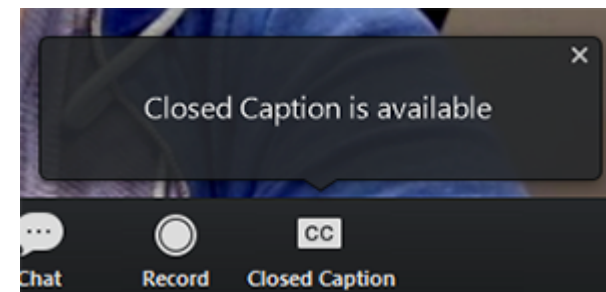
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- Our ASL interpreters are: **Shannon Wright** and **Donald Gibbons**. To view their videos:
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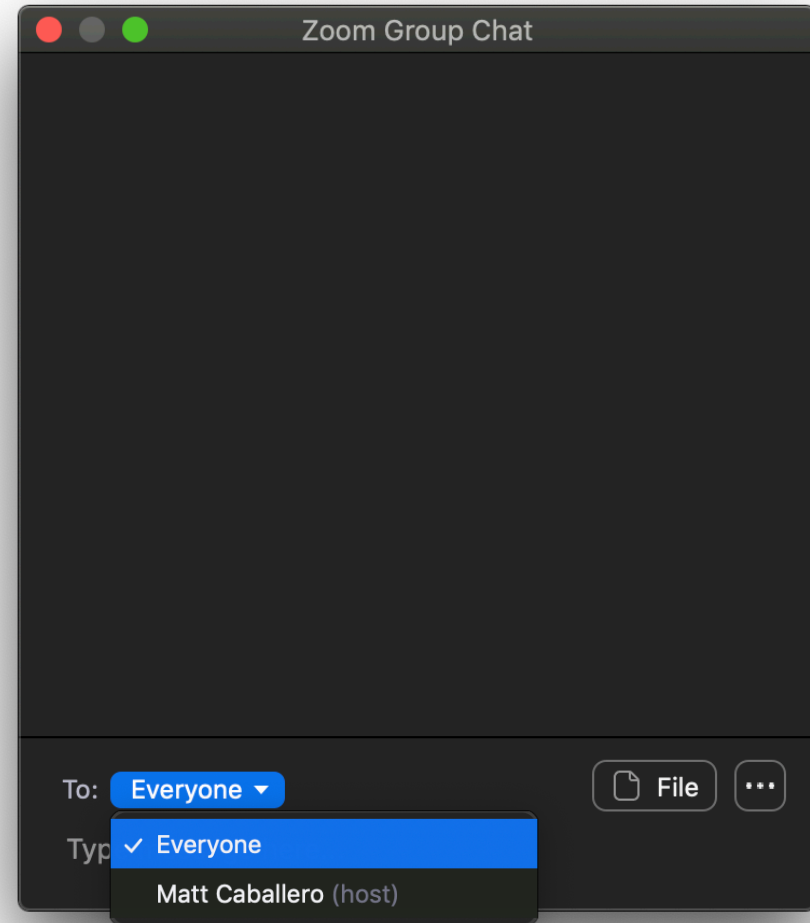
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- If you have a technical question about Zoom or the features of the meeting, please use the chat function.
- Our technical assistant will attempt to troubleshoot your problem and get back to you.



MBTA Participation

- **Kat Benesh**
Chief Operations Strategy, Policy, & Oversight

- **Angel Donahue-Rodriguez**
Director of Special Projects

- **Melissa Dullea**
Senior Director of Service Planning

- **Rob DiAdamo**
Executive Director of Commuter Rail



Forging Ahead is an Iterative Process

- Today's presentation will cover the service changes being implemented this Spring as a part of the Forging Ahead initiative.
- Funding received from the Federal government is being used to **offset some of the changes** approved in December 2020.
- We will review the impact of these changes and adjust service based on **crowding and demand**
 - The MBTA revisits its service levels on a regular basis and will continue to do so
 - Bus and Commuter Rail are already undergoing **transformation processes**, and service will be added based on ridership and **in line with the redesign plans**



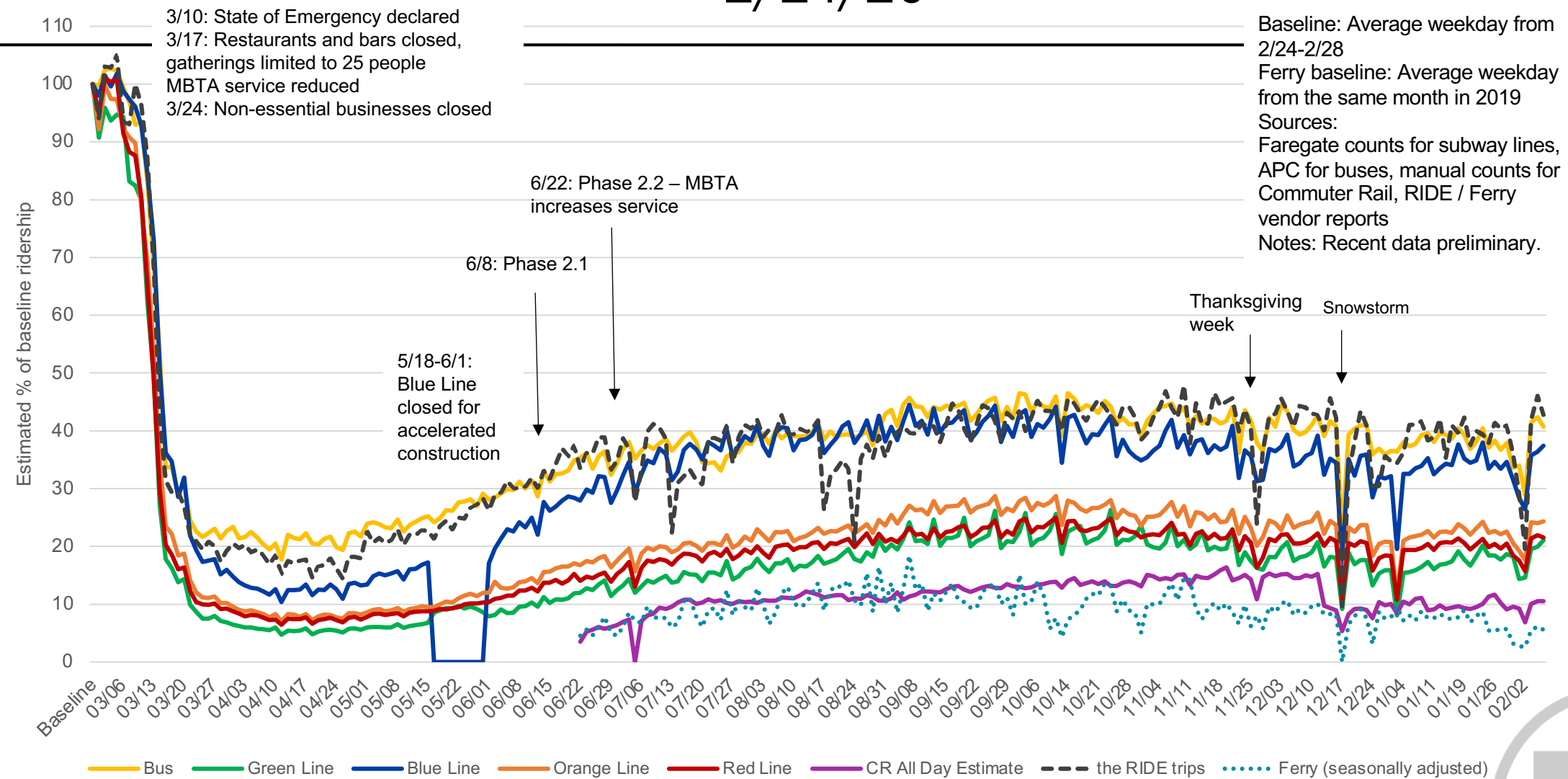
Spring 2021 Service Changes

We're changing MBTA service to better reflect ridership levels and preserve access and quality of service for transit-critical communities. These changes will:

- Accelerate service adjustments so we can increase service when ridership increases
- Optimize service with limited resources
- Allow flexibility to make changes based on what we observe this spring



Changing ridership patterns: weekday ridership indexed to week of 2/24/20



Changing ridership patterns

- Ridership has remained most steady on bus routes compared to other modes; bus ridership dropped less during the early weeks of the pandemic, and it is rebounding faster than on other modes.
- Ridership has been highest on routes that serve:
 - Essential trips
 - Minority and low-income communities
 - Areas with geographic barriers (like Boston Harbor) that make walking and biking difficult
 - Communities with fewer residents who can work from home
- Ridership has been lowest on routes that serve:
 - Primarily work commuters
 - Communities with more residents who can work from home
 - Communities with more access to vehicles or other modes of transportation

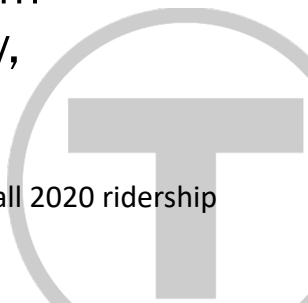


Reminder: Preserving Essential Services

Mode	Highly Transit Critical	Less Transit Critical
High Ridership Potential FY22	Blue Line, Orange Line, Red Line, Green Line (trunk), Mattapan line, many bus routes, Fairmount CR line	Some bus routes
Low Ridership Potential FY22	Some bus routes, some Commuter Rail service, Charlestown ferry*	Hingham/Hull ferry, some bus routes, some Commuter Rail service

- Goal of this framework is to preserve service at or above Service Delivery Policy levels for all services in the High Ridership and High Transit Critical quadrant
- Service Delivery Policy was approved by FMCB in 2017 and quantifies MBTA's target minimum acceptable service level by mode across multiple metrics (incl. hours of operation, frequency, crowding)

*Charlestown Ferry was initially considered as part of essential service, but after further examination, has been moved to low ridership based on further review of Fall 2020 ridership



Base Service

- **“Base Service”** represents quality service for all essential services, as well as a reduced amount of non-essential service that is still viable for many of those who depend on it. **For many using essential services, service will continue to look very similar to pre-COVID.**
- Due to lower ridership, **service reductions are not expected to significantly increase crowding.** And we will adjust service quarterly or semi-annually (based on mode) to continue to match resources with where/when there is ridership or need
- **All essential services at or above Service Delivery Policy (SDP) for frequency, span and crowding**
 - Fairmount Line
 - All Rapid Transit (incl. Mattapan)
 - Bus Routes (~80 routes)
 - RIDE with policy changes (e.g. scheduling window)
- **Reduced level of non-essential services based on demand and alternatives**
 - Reduced peak and midday service on all other Commuter Rail lines, with weekday service ending earlier; and no weekend service on some lines
 - Reduced frequency on remaining Bus Routes, including smaller service area and consolidated routes



Federal COVID-19 Transit Relief: “CRRSAA”

- The MBTA received additional Federal funding (\$301M) through the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA)
- These funds are available to **reimburse operating expenses**.
 - Consistent with our use of CARES Act funds, the MBTA anticipates applying the federal relief to eligible payroll expenses. The revenues that would have been used for those costs can be reallocated, reserved for future needs, or returned to their original purposes.
- As with the overall Forging Ahead initiative, the MBTA plans to apply net revenue to: **service, capital, and non-service operating costs**.
- CRRSAA Execution:
 - \$179M will be used to return one year of 5307/5337 formula fund reallocation to the capital program to advance priority projects
 - This adjusts the Forging Ahead target of \$460M, down to \$281M, in federal formula funds that are reallocated to preventative maintenance.
 - Funds will be programmed during the FY22 budget process



Mode Specific Service Changes





Subway



Spring 2021 Subway Service Changes

- Frequency on the Green Line, Orange Line, and Red Line will be reduced by up to 20%.
 - **Red Line** weekday peak goes from every 9 to every 11 mins. on the branches and every 4.7 to 5.5 on trunk. Midday goes from every 14 to 16 on branches and from every 7 to every 8 mins on trunk.
 - **Orange Line** goes from every 7 to every 8 mins. in peaks and every 9 to every 11 mins. in midday.
 - **Green Line** (depending on branch), goes from every 6-8 mins in peaks to every 7-10, and midday goes from every 7-8 to 9-10 mins.
- Frequency on the Blue Line will be reduced by up to 5%.
 - Peaks go from every 5 to every 5.5 mins., and midday goes from every 9.5 to 10 mins. Some parts of the afternoon actually get more service, not less.
- Visit www.MBTA.com/schedules/subway to view subway schedules in late February

Changes will go into effect on March 14th.





Bus



Spring 2021 Bus Service Changes

Once spring service changes are implemented, the MBTA will be running ~90% of pre-COVID bus service hours

What's changing	Routes affected
Routes with increased frequency	236
Routes with decreased frequency	10, 11, 21, 29, 31, 39, 47, 61, 71, 73, 77, 89, 93, 96, 101, 112, 134, 220, 222, 225, 501, 504
Routes with some increased frequency and decreased frequency throughout the day	1, 16, 32, 57, 70
Suspended routes <i>If your route or stop is affected, please use the MBTA trip planner to plan alternative service.</i>	18, 52, 55, 68, 79, 212, 221, 465, 710

For additional details, please visit www.MBTA.com/servicechanges.

Changes will go into effect on March 14th.



Spring 2021 Bus Service Changes (cont.)

Once spring service changes are implemented, the MBTA will be running ~90% of pre-COVID bus service hours

What's changing	Routes affected
Routes being consolidated <i>If your route or stop is affected, please use the MBTA trip planner to plan alternative service.</i>	24 & 27, 136 & 137, 214 & 216, 217
Routes with changes to hours of service (span)	67, 85, 131
Routes with routing changes <i>If your route or stop is affected, please use the MBTA trip planner to plan alternative service.</i>	211, 435
Routes with trip changes <i>If your route or stop is affected, please use the MBTA trip planner to plan alternative service.</i>	9, 19, 36, 42, 45, 60, 80, 105, 108, 202, 240

For additional details, please visit www.MBTA.com/servicechanges.

Changes will go into effect on March 14th.



Spring 2021 Bus Service Changes

What remains the Same:

- **Nearly 80 routes** will continue to operate at or close to pre-COVID service levels
- **More than 20 routes** will continue to operate at higher than pre-COVID service levels, including routes 16, 22, 23, 28, 104, 106, 109, 111, 116 and 117
- Some service hours are being reserved for operational flexibility to respond quickly to ridership returning and/or improve reliability

For additional details, please visit www.MBTA.com/servicechanges.



Boston Public Schools

The MBTA is working closely with Boston Public Schools to identify and support all students potentially impacted by service changes

- **Anticipated Impact:** BPS students are most likely to be impacted by the suspension of the 18 and 55 bus routes which service Boston
- **Reaching Out to Families:** BPS Transportation will be mailing letters to families of potentially impacted students in late February, to notify them and provide support in finding alternative service options in advance of the changes going into effect
- **Support Resources:**
 - The MBTA Trip Planner can help students find the best route to and from school: <https://www.mbta.com/trip-planner>
 - The BPS Transportation Website includes additional resources for students: <https://www.bostonpublicschools.org/Page/8541>
- **Looking for additional support? Contact BPS Transportation**
 - Transportation Hotline: [617-635-9520](tel:617-635-9520)
 - Support Portal: <https://bostonpublicschoolshelp.freshdesk.com>
 - Email: schoolbus@bostonpublicschools.org





Commuter Rail



Spring 2021 Commuter Rail Schedule Changes

New commuter rail schedule being implemented on April 5th

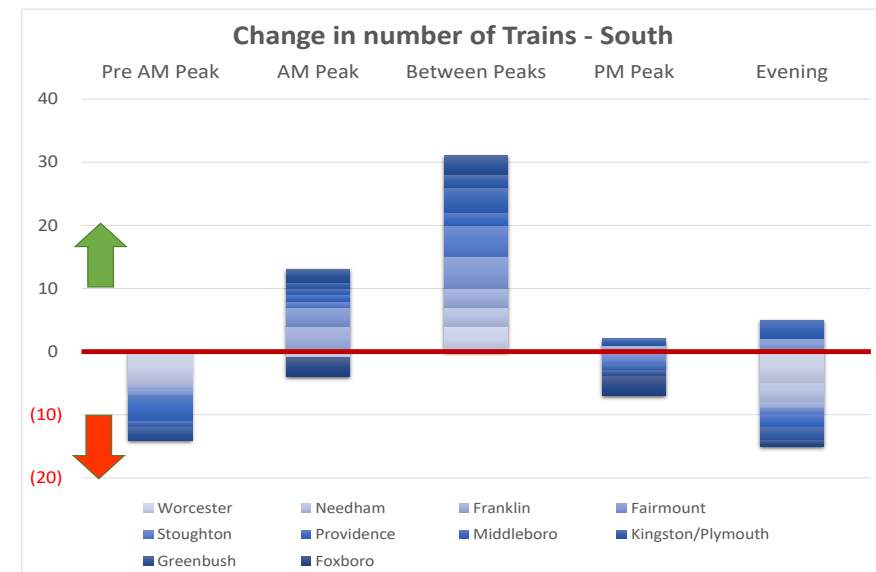
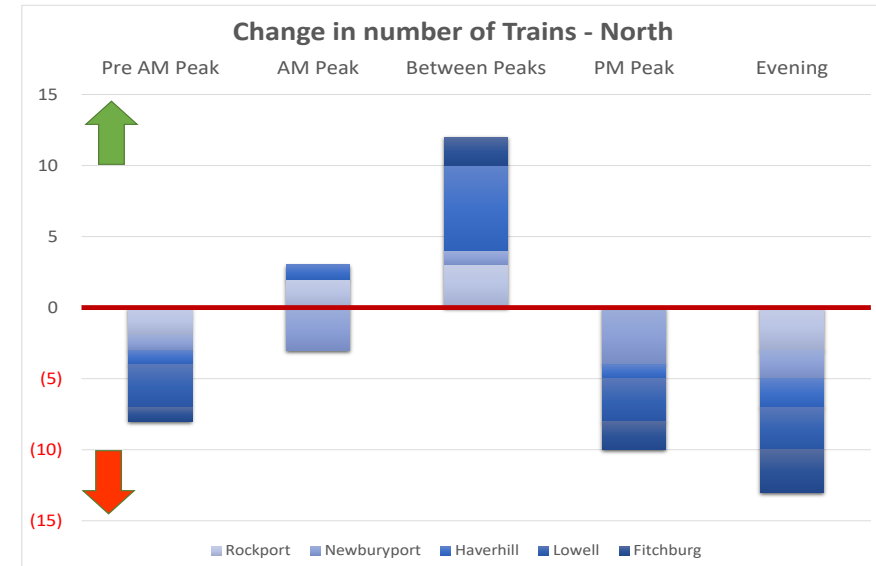
This Schedule:

- Takes the opportunity to redefine the service to support post-COVID travel needs
- Reduce journey times for many riders
- Maintains evening service on all lines rather than stopping at 9PM
- Delivers a base schedule that we can add to as ridership grows over the next 2-3 years
- Reduces operating costs



Spring Schedule Overall Summary

- The overall service maximizes efficiency running as many trips as possible at the lowest overall cost
- Service levels are distributed much more evenly across the day with more service in the middle of the day less in the peaks to provide trips when riders need them -
- Schedules are built to maximize consistent “clock face” service throughout the entire weekday
- Per week changes Spring 2021 compared to Fall 2019:
 - 18% improvement in rolling stock utilization
 - 11% fewer trains
 - 24% fewer vehicle miles
 - 20% less operator hours



Late Evening Weekday Services

- A number of options were evaluated, including running alternative bus shuttles for late runs. With efficient scheduling the lowest-cost alternative was to run train service.
- This will support the objective of maintaining service for key workers and transit critical populations.
- The Spring 2021 schedule generally has last trains leaving Boston around 11PM for all lines.
- Certain lines have a last trip achieved through a connection:
 - Needham Line passengers will change from a Providence train to a new train at Forest Hills to complete their journey
 - Newburyport passengers will change from a Rockport train to a new train at Beverly to complete their journey
 - Kingston Line passengers will change from a Middleborough train to a new train at Braintree to complete their journey

Spring 2021 Weekday Last Train Times		
	Last Departure from Boston	Last Arrival in Boston
Rockport	11:00 PM	10:05 PM
Newburyport ¹	11:00 PM	10:43 PM
Haverhill	10:55 PM	10:32 PM
Lowell	11:00 PM	11:35 PM
Fitchburg	10:55 PM	10:56 PM
Worcester	10:55 PM	12:17 AM
Needham ²	11:00 PM	9:30 PM
Franklin	11:00 PM	12:04 AM
Fairmount	11:00 PM	10:45 PM
Stoughton	10:20 PM	10:28 PM
Providence	11:00 PM	11:28 PM
Middleboro	10:55 PM	10:34 PM
Kingston ³	10:55 PM	9:11 PM
Greenbush	10:50 PM	10:43 PM
1 Last train involves a change at Beverly		
2 Last train involves a change at Forest Hills		
3 Last train involves a change at Braintree		

[These times may change slightly]

Redefining “Commuter” Rail Services

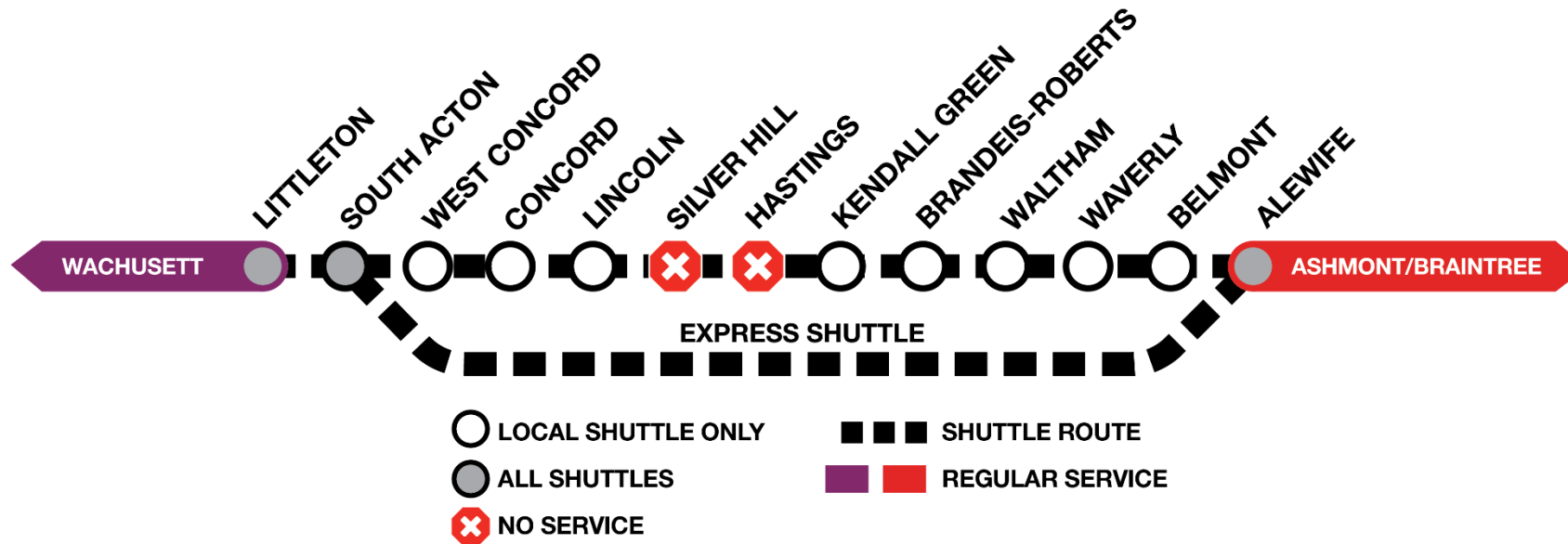
- The new schedule will be implemented on April 5th
- Regular intervals of trains throughout the service day explore a model to attract new or returning riders. New travel patterns may emerge to guide the reshaping of the service in a post-Covid world.
- The baseline schedule that will be in place provides a foundation for additional capacity/services to be added where they are needed to support increased demand.
- Keolis and the Authority will begin a marketing campaign focused on education of new service model / schedule and encouraging more customers.



Fitchburg Commuter Rail Weekday Service Change

From March 1 to May 2 Shuttle buses will run between Alewife and Littleton

In support of construction project to install federally mandated safety technology



- In addition to local shuttle, an express shuttle will run between Alewife, South Acton, and Littleton.
- There will be no service at Hastings and Silver Hill



Shuttle Information

- Fitchburg customers do not pay for bus shuttles, or train service between Fitchburg and Littleton; customers do pay regular fare for the Red Line at Alewife
- All shuttle buses are accessible
- All shuttles are scheduled to meet Commuter Rail departure and arrival times at Littleton
- Customers should consult the updated schedule for shuttle departure times

**FITCHBURG LINE**

Service Change

Starting on Mar. 1st to May 2nd

Shuttle buses will run between Alewife and Littleton.



Legend:
○ LOCAL SHUTTLE ONLY
● ALL SHUTTLES
✗ NO SERVICE
■ SHUTTLE ROUTE
■ REGULAR SERVICE

In addition to a local shuttle, an express shuttle will run between Alewife, South Acton, and Littleton. There will be no service at Hastings and Silver Hill. Additional dates may be added as the work progresses.

 All shuttle buses are accessible.
Bikes will not be allowed onboard the shuttle buses.

Building a better T.
[MBTA.com/DBGwork](https://www.mbta.com/DBGwork)
For questions, call 617-222-3200





The RIDE



Spring 2021 RIDE Service Changes

What's changing

On March 14th some RIDE ADA trips may become premium trips, complementing the changes on fixed route, though RIDE service boundaries would not change.

RIDE trips will be scheduled 40 minutes from request time instead of the current 30 minutes

Premium service hours will be adjusted to complement changes to Commuter Rail hours of operation on April 5th

RIDE customers impacted will be notified in advance of changes taking effect via US mail, seat drops, media, etc.



Next steps

- **February 17th & 24th:** Public meetings on upcoming changes ✓
- **Throughout February/March:** Share content on upcoming changes via MBTA-owned platforms (e.g. MBTA.com)
- **March 14th:** New spring schedules take effect on bus and subway, some RIDE changes implemented
- **April 5th:** New spring schedules take effect on Commuter Rail, RIDE premium service hours adjusted to complement Commuter Rail changes
- **March-May:** review new ridership, crowding, public feedback, and internal feedback and recommend when and how to add back service for Summer schedule changes



Raising Your Hand

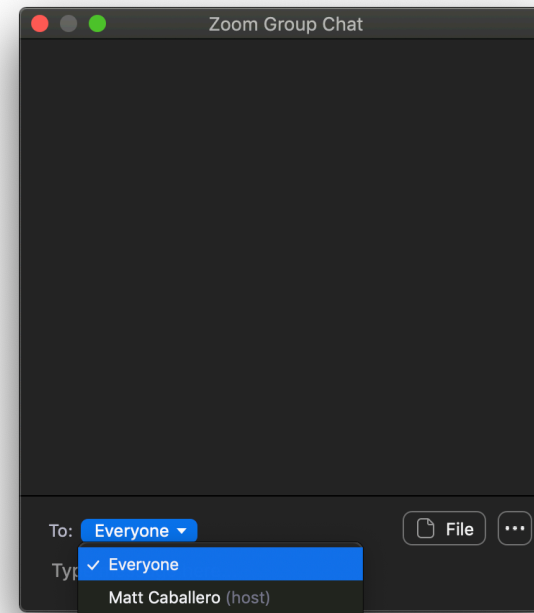
- Please use Zoom’s “Raise Hand” feature to indicate if you have a comment. **If you have a comment, please raise your hand and wait for the moderator to give you permission to speak.**
 - By default, all attendees are muted so that only the presenters can be heard. When you raise your hand, it alerts the moderator that you’d like to speak. The moderator will unmute attendees to ask questions in the order that they raised their hands.



To speak, click
“Participants”
then
“Raise hand”



Send a chat
to the moderator



***9**
Raise Hand

Thank you!



Email the MBTA Community Engagement team at publicengagement@mbta.com.

Remember to Ride Safer.

