Report from the General Manager

Fiscal and Management Control Board

March 8, 2021

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

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

6/22: Phase 2.2 – MBTA increases service

6/8: Phase 2.1

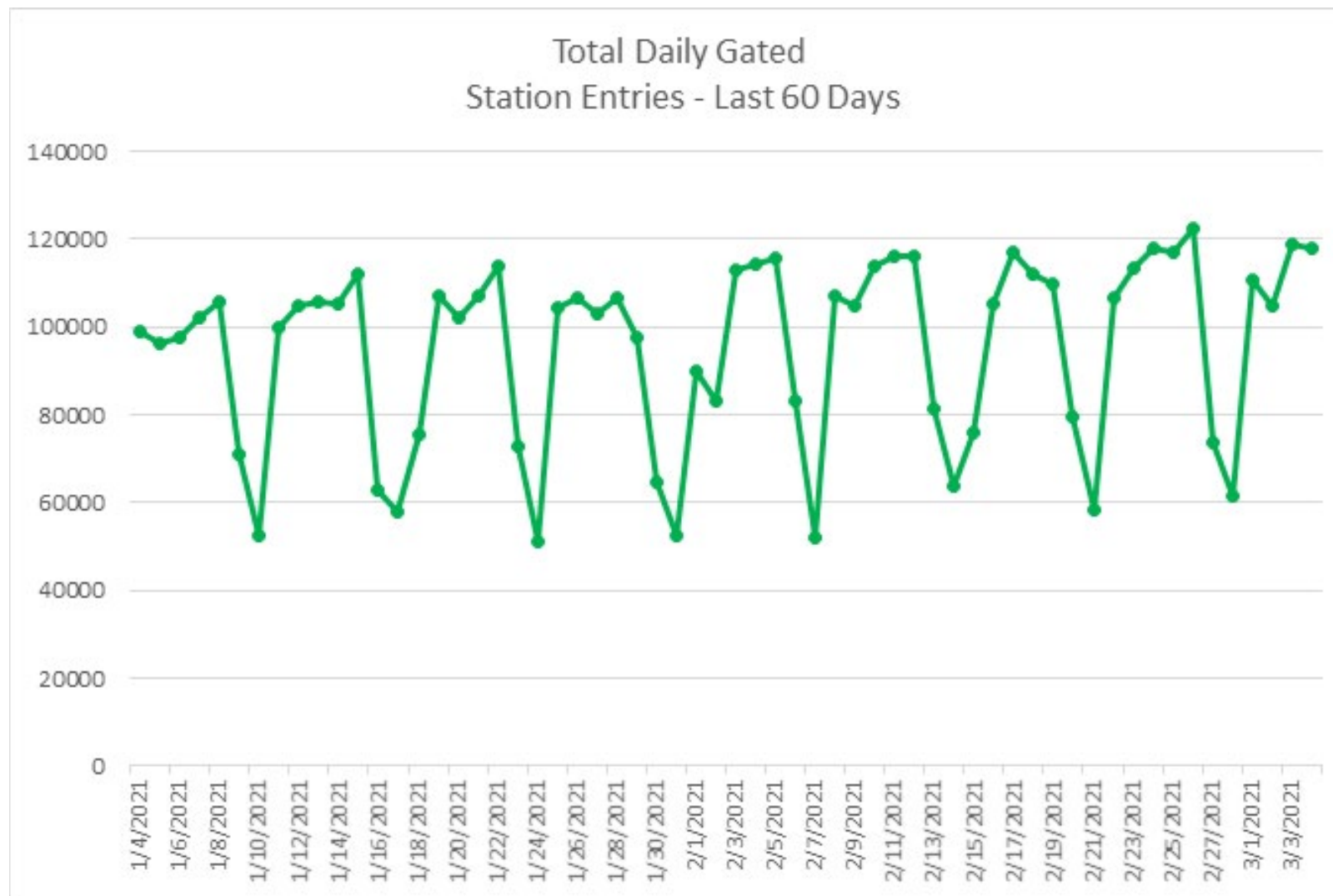5/18-6/1: Blue Line closed for accelerated construction

Weather events
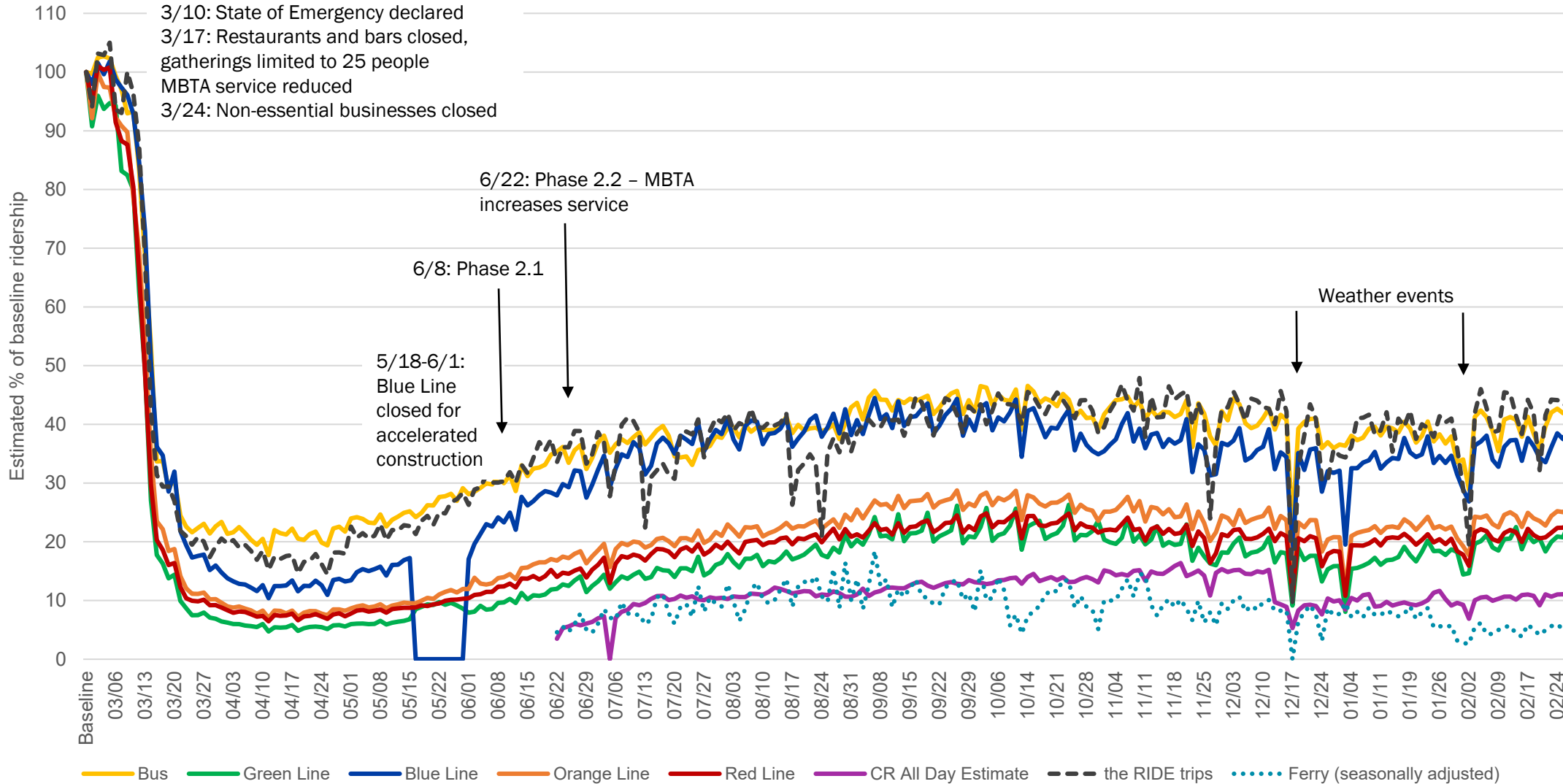
- Baseline: Average weekday from 2/24-2/28
- Ferry baseline: Average weekday from the same month in 2019
- Sources:
- Faregate counts for subway lines, APC for buses, manual counts for Commuter Rail, RIDE / Ferry vendor reports

Estimated % of baseline ridership

Bus — Green Line — Blue Line — Orange Line — Red Line — CR All Day Estimate — the RIDE trips — Ferry (seasonally adjusted)

2

Gated Rapid Transit Stations

Line	Change in validations: February 2019 weekday average vs. weekday average for Feb 22 – Feb 26, 2021
Blue Line	-65%
Green Line	-78%
Orange Line	-75%
Red Line	-78%
Silver Line	-85%
Total Gated Stations	-76%

Gated validations data by line and station are available in this public folder and continue to be updated on the Data Blog. The data is also continuously updated and visualized on the MassDOT Mobility Dashboard.

Bus Ridership Trends

- Ridership estimated from Automated Passenger Counters (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.

Total Daily Bus Riders - Last 60 Days
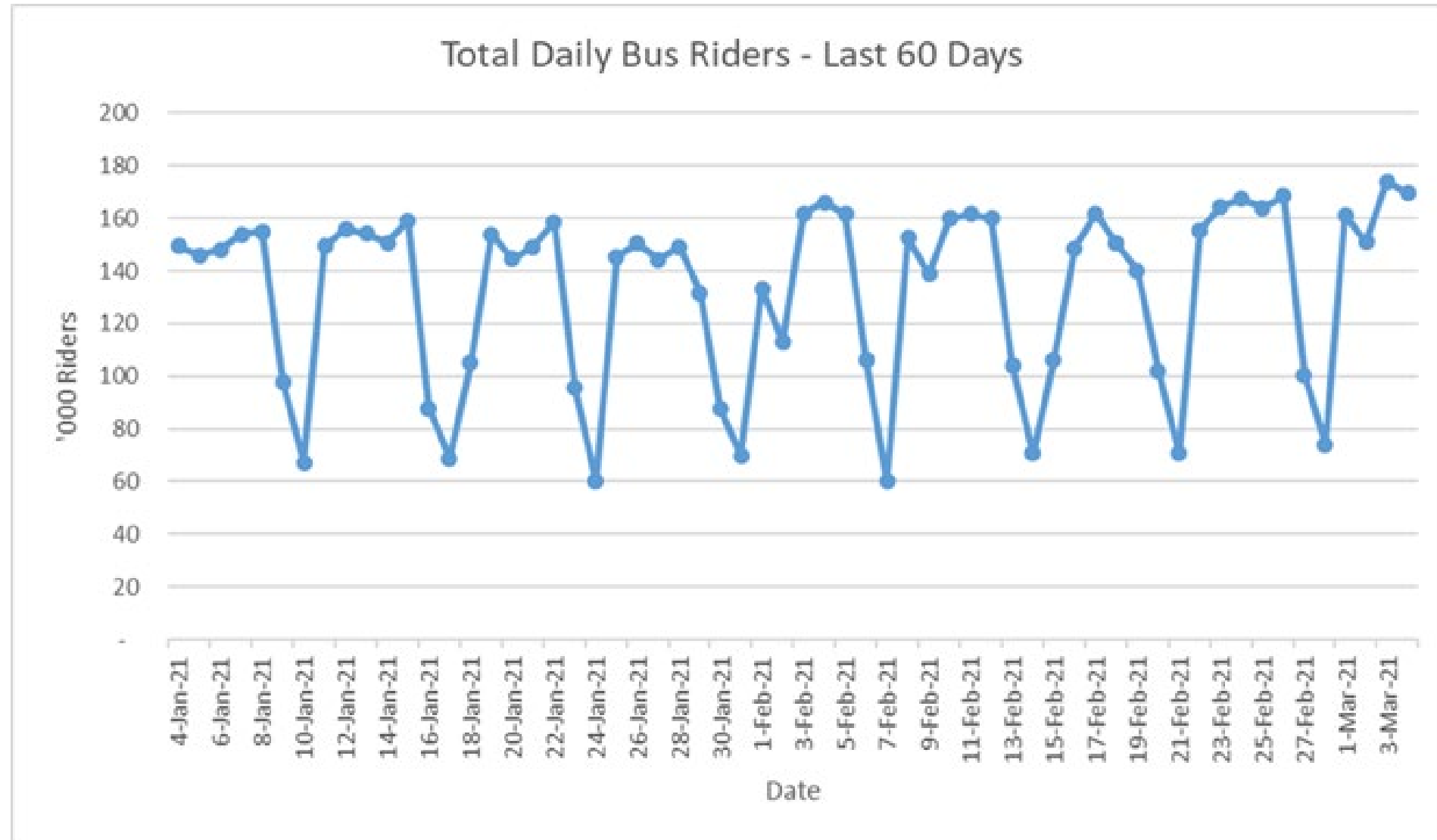
Bus Ridership Top Routes

Daily Bus Ridership YOY, Week of 2/25/19 vs. Week of 2/22/21, Top Routes by Ridership


Legend: ■ 2019 Baseline - 2/25/19 ■ 22-Feb-21
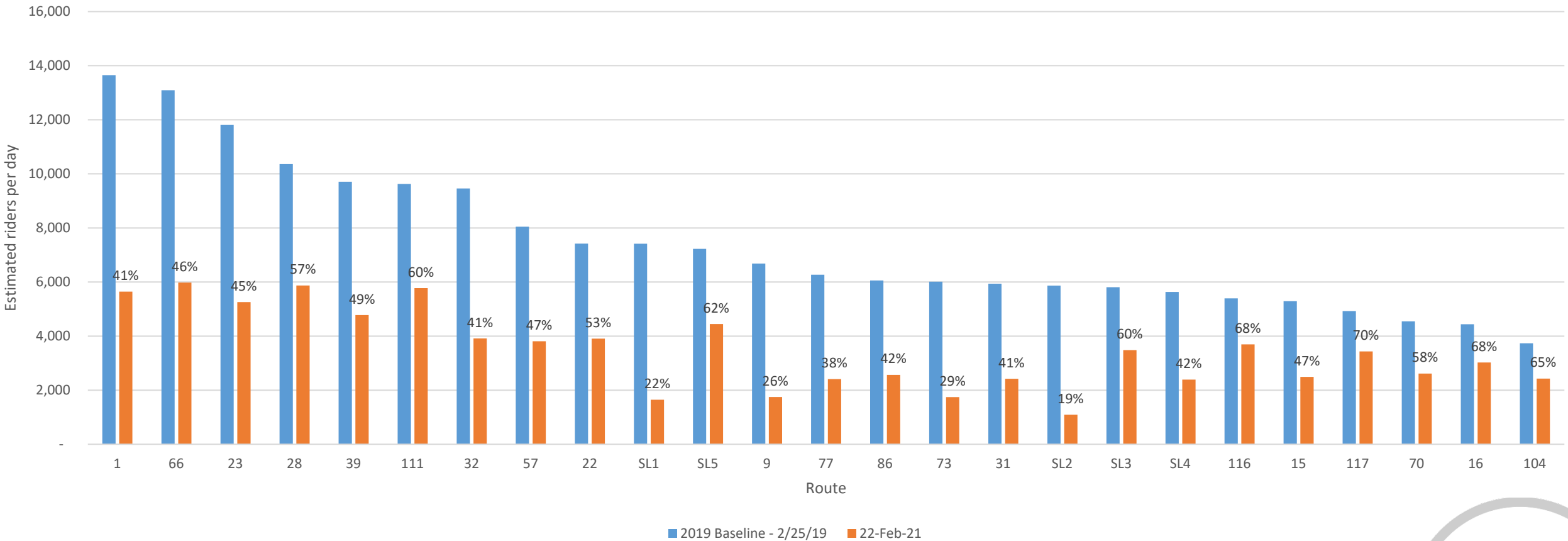
*This chart displays average daily ridership by week, representing the most recent week available.
The included routes represent the current top 20 as well as the top 20 routes pre-COVID.

Commuter Rail Ridership (through 2/22)

- Chart **to the right** shows total estimated trips for each weekday since September 2020.

- Chart **below** shows a snapshot of estimated all-day ridership by line, compared with 2018 CTPS counts. The time period is the last 5 non-holiday weekdays (2/16-2/19, 2/22)

- The current baseline comparison is approx. 113,500 trips, putting the period of 2/16 - 2/22 at 11.2% of pre-pandemic normal.
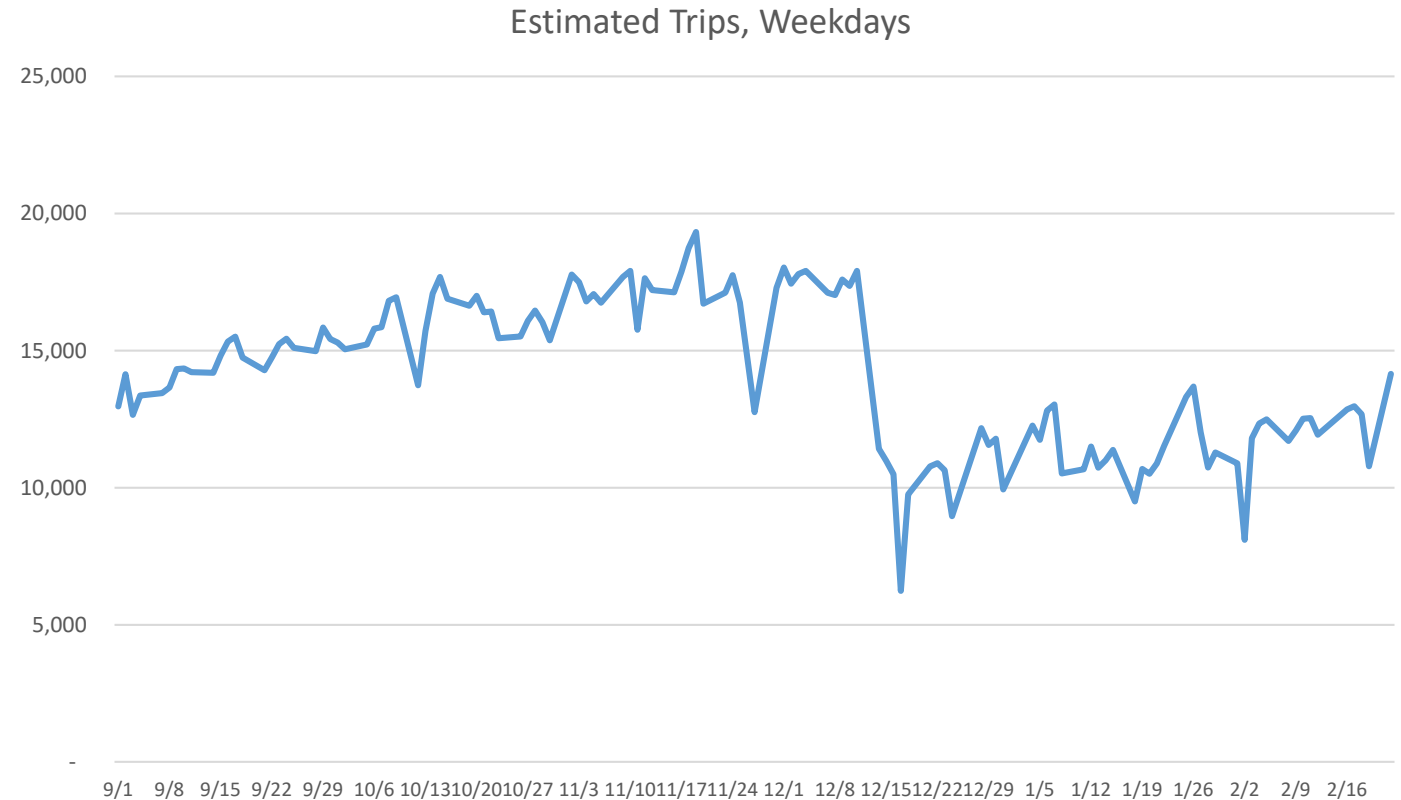
	Estimated Daily Ridership, Weekdays (2/16-2/22/20)	Estimated % of 2018 Weekday CTPS Counts (all day)
Fairmount Line	656	25%
Fitchburg Line	564	6%
Framingham/Worcester Line	1296	7%
Franklin Line	1093	9%
Greenbush Line	364	6%
Haverhill Line	603	8%
Kingston/Plymouth Line	561	9%
Lowell Line	817	7%
Middleborough/Lakeville Line	1118	16%
Needham Line	509	8%
Newburyport/Rockport Line	1799	12%
Providence/Stoughton Line	3309	13%

Estimated Trips, Weekdays

Ridership totals are aggregated from a combination of on-board conductor counts, counts of trains arriving at terminals, and automated passenger counters on-board trains.
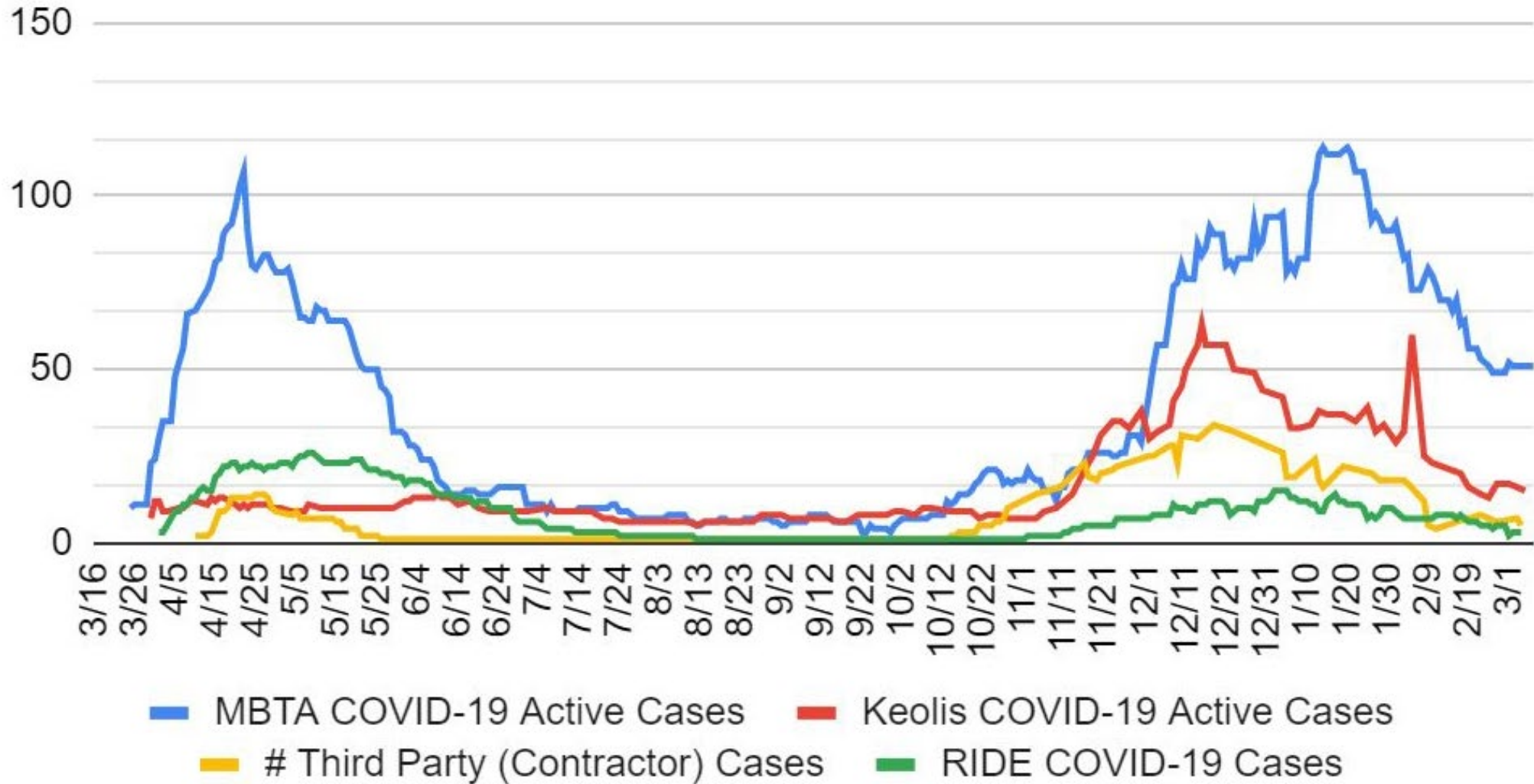
The RIDE

The RIDE Trips per Day
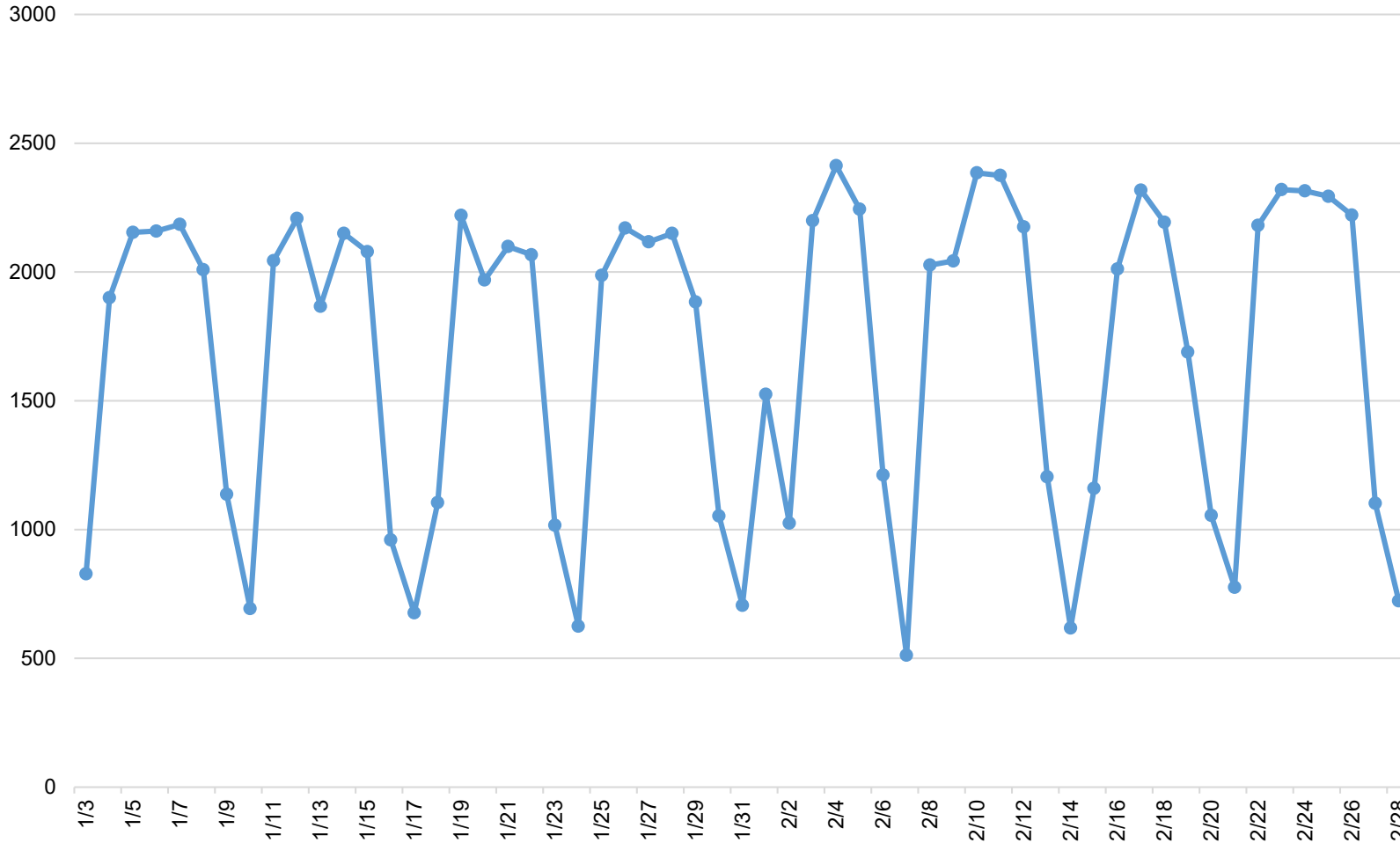
The RIDE reported an average of 2,266 trips per weekday last week. This about 10% higher than the previous week and 57% lower than the baseline (2/24/20 - 2/28/20).

MBTA Active COVID-19 Cases

Transit Driver Appreciation Day

- March 18 is Transit Driver Appreciation Day.

- At the MBTA, we are celebrating all month long with short videos featuring our transit workers talking about their jobs and the work they do.

- Each vignette features an employee and their respective rail, bus, or trolley line.

New Online Resources for Reduced Fare Customers

- Beginning today, two new online resources will be available to Reduced Fare Customers:
  - Riders requesting a **Senior CharlieCard for the first time** can utilize a new online tool to do so
  - **Senior and TAP customers** can make online reservations to visit the CharlieCard Store
- This online tool will provide seniors with a convenient method to apply for and receive a new Senior CharlieCard without having to visit the Store.
- This is the first phase of a rollout that will include future online services for Transportation Access Pass (TAP) and Blind Access CharlieCard customers.
- The new tools will be available on www.mbta.com/charliecardstore

With Thanks to the Following Teams:

- Customer Technology Department

- Customer Experience - Call Center/Charlie Card Store teams

- Commercial Strategies

- Fare Transformation/AFC

- Policy

- IT

- System-Wide Accessibility

- OPMI

- Legal

- Procurement