

**Massachusetts Bay
Transportation Authority**

Report from the General Manager

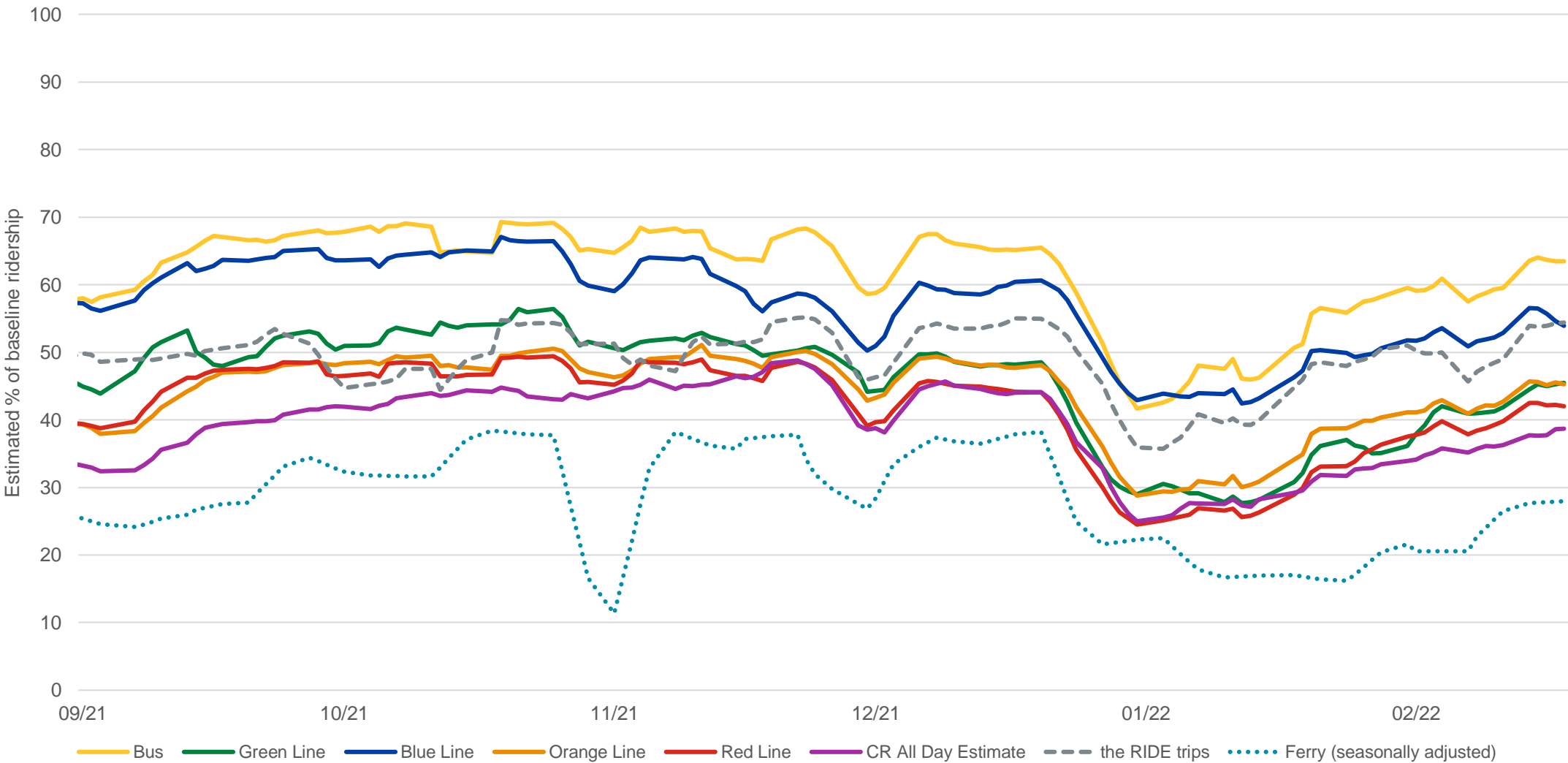
MBTA Board of Directors
February 24, 2022

Ridership Update



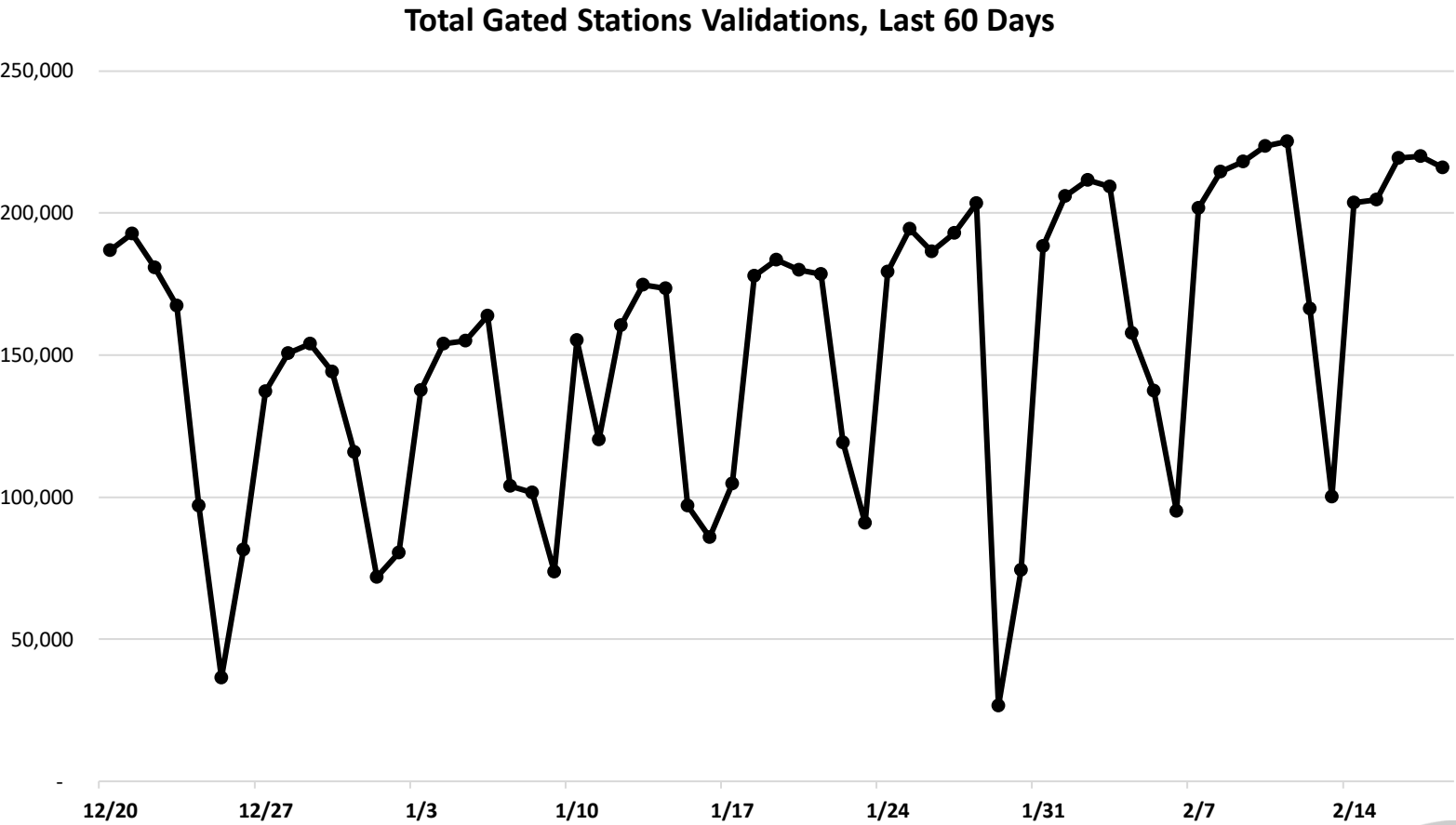
Weekday Ridership by Line and Mode Since 9/1/21

Indexed to Week of 2/24 – 5-Day Rolling Average



Gated Rapid Transit Stations

Line	Change in validations: February 2019 weekday average vs. weekday avg for Feb 14- Feb 18, 2022
Blue Line	-50%
Green Line	-51%
Orange Line	-54%
Red Line	-59%
Total Gated Stations	-55%

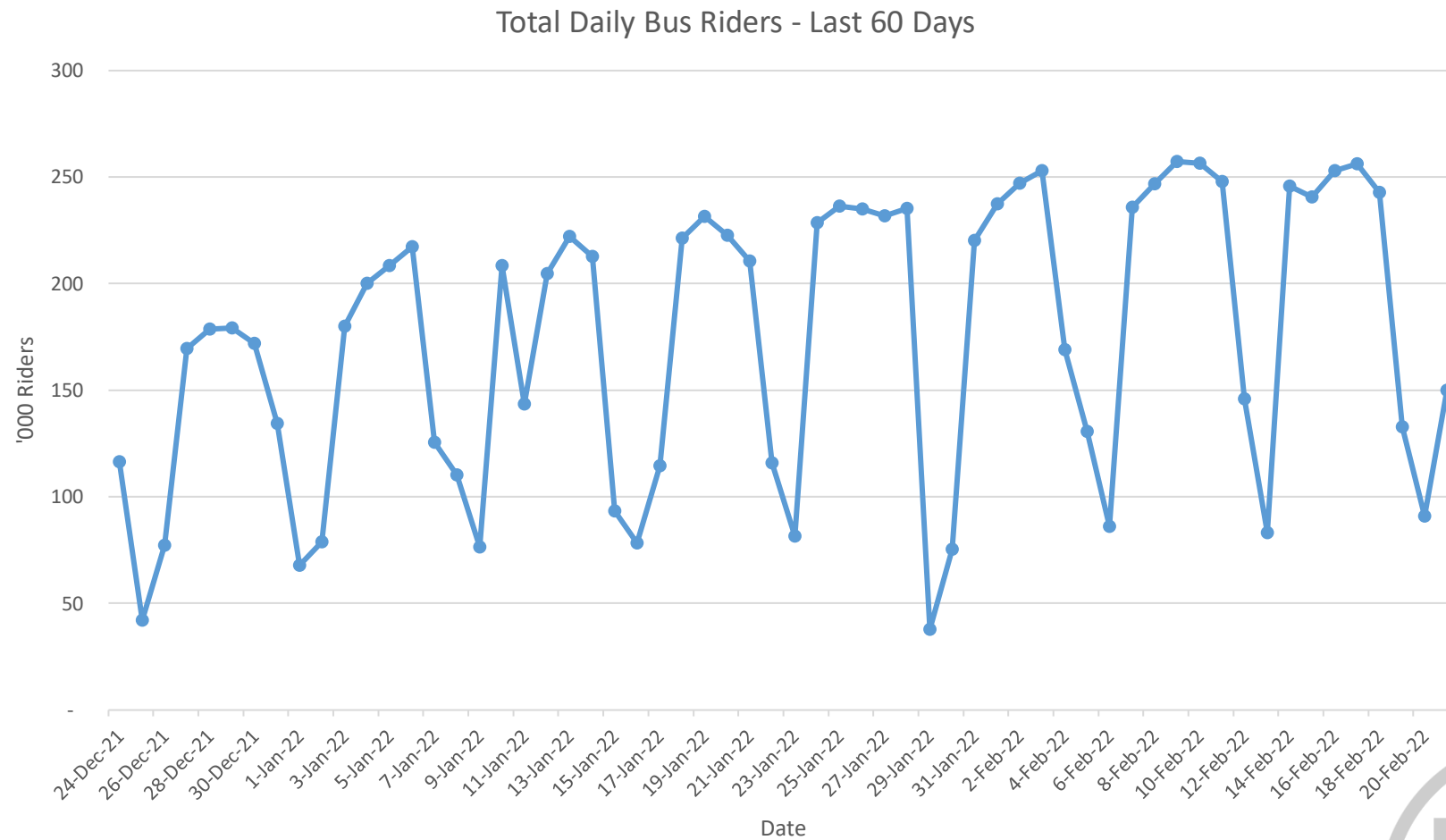


Note: Includes estimated data from Wonderland and Airport stations from 11/10 – 12/31.
Gated validations data by line and station are available in this [public folder](#) and continue to be updated on the [Data Blog](#). The data is also continuously updated and visualized on the [MassDOT Mobility Dashboard](#).



Bus Ridership Trends

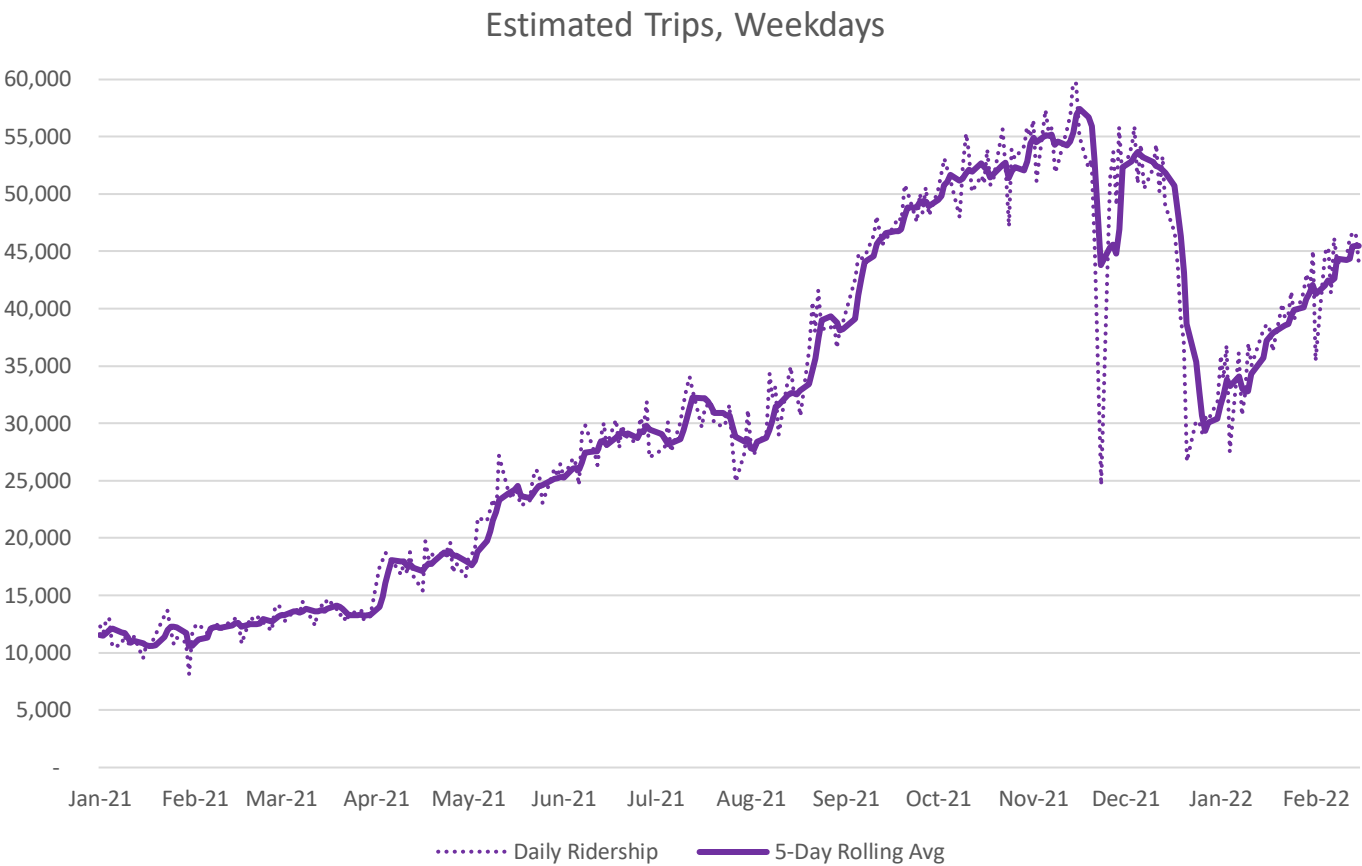
- Ridership estimated from APCs.
- Ridership for the most recent days is continuously revised as information on dropped trips is received.



Commuter Rail Ridership

- Chart **to the right** shows total estimated trips for each weekday since January 2021. Note that Thanksgiving Day is excluded but not the days before and after since those are counted as normal weekdays for ridership purposes.
- Chart **below** shows a snapshot of estimated all-day ridership by line, compared with 2018 CTPS counts. The time period is the last 5 weekdays (2/14 – 2/18/22).
- The current baseline comparison (February 2019) is approx. 115,500 trips, putting the period of 2/14 – 2/18/22 at 39% of pre-pandemic normal.

	Estimated Daily Ridership, Weekdays (2/14 - 2/18/22)	Estimated % of 2018 Weekday CTPS Counts (all day)
Fairmount Line	1,682	63%
Fitchburg Line	3,147	34%
Framingham/Worcester Line	4,376	23%
Franklin Line	3,834	33%
Greenbush Line	1,390	23%
Haverhill Line	2,466	35%
Kingston/Plymouth Line	2,267	37%
Lowell Line	3,381	31%
Middleborough/Lakeville Line	2,971	43%
Needham Line	2,676	40%
Newburyport/Rockport Line	7,026	47%
Providence/Stoughton Line	10,223	40%

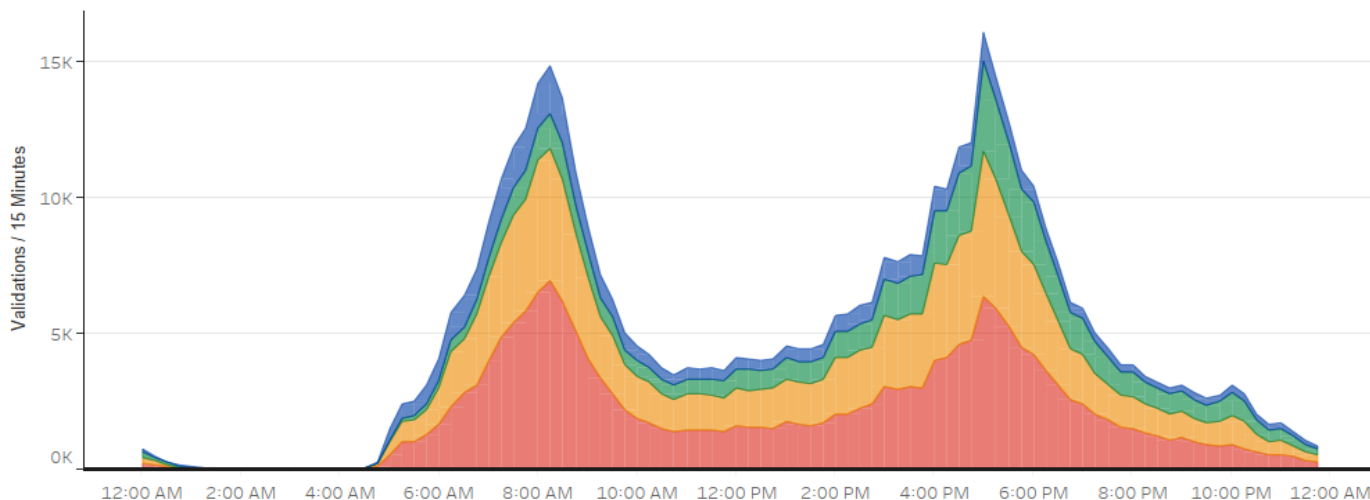


Ridership totals are aggregated from a combination of on-board conductor counts, counts of trains arriving at terminals, and automated passenger counters on-board trains.



Validations per 15 min. by Time of Day – Pre-pandemic vs. February '22

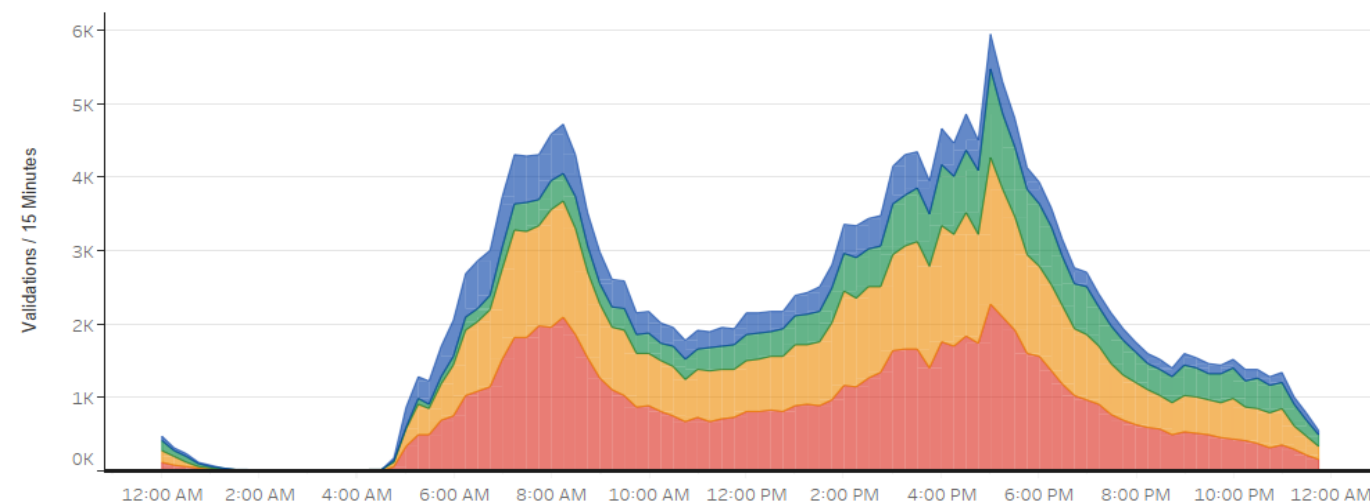
Validations by Time of Day 1



2/24/20 – 2/28/20:

- Traditional weekday peak pattern
- Green Line AM peak is lower because surface taps are excluded

Validations by Time of Day 2



2/14/22 – 2/18/22 (Weekdays only):

- Peaks returning but still flattened
 - Sharper peak at 5 PM re-emerging
- Blue line is a higher proportion of the total
- Mid-day and afternoon ridership steady throughout pandemic

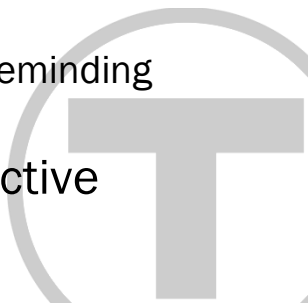


Wilmington Incident



Middlesex Ave, Wilmington Vehicle Collision

- At approximately 5:52 pm on Friday, January 21, 2022, MBTA Commuter Rail Train 218 struck a car at Middlesex Ave, killing the driver, who was the only occupant of the car.
- Investigation revealed that the grade crossing warning system did not function as intended due to an error made by a Keolis signal maintainer
- The following corrective actions are being implemented by the MBTA and Keolis:
 - Crossing Testing – The crossing was tested within 24 hours of the incident with representatives from MBTA, Keolis, and the Federal Railroad Administration present. Trains were required to stop and signal staff were present at the crossing until it was determined that the crossing performed as designed - COMPLETE
 - Crossing Maintenance Refresher – On Monday January 24, the incident and the proper testing procedures were discussed with signal maintainers. By Friday February 4, all signal maintainers conducting this type of crossing testing were observed conducting this test to verify proper test procedures – COMPLETE
 - Enhanced Procedure – After the testing is completed, the Commuter Rail dispatchers must request, and receive, affirmation from the signal maintainer that the protection system is enabled
 - Enhanced Procedure – Following the step mentioned previously, the signal maintainer must remain on-site until the next train passes to ensure the crossing's protection system is fully operational and, if necessary, be prepared to manually control the protection system, if the system does not perform as expected
 - Signal Manual Revisions – Signal manuals will be revised to include updated protocols and proper testing procedures when testing grade crossing warning systems – IN PROCESS
 - Reminder at Signal Bungalow – A sign is being designed for installation inside each grade crossing signal bungalow reminding signal maintainers to ensure the crossing has been returned to normal service – IN PROCESS
- The incident is currently still under investigation by state and federal authorities. Additional Corrective Actions may be added as the investigation progresses.



Update on Back Bay Escalator Incident



Commuter Rail Fare Gates



Commuter Rail fare gates coming soon to North Station

- In late spring of 2022, new electronic fare gates will begin operation on North Station's concourse
- Fare gates are part of the Commuter Rail's Revenue Growth program initiated by the MBTA and Keolis in 2017 and will ultimately include gates at North, South, and Back Bay stations.
- Construction of the fare gates will begin in March and will minimally impact riders.
- The new Commuter Rail fare gate system will:
 - Improve fare collection
 - Replace platform-door ticket checks
 - Create a more consistent fare-paying experience across transit modes
- As the project progresses, more information will be shared with our riders to prepare.
- Learn more about the Commuter Rail Fare Gates: [MBTA.com/CRgates](https://www.mbta.com/CRgates)



[Artist's Rendering]

Charlie Card Store Update



Charlie Card Store Update

- **Resources & Backlog:** The COVID-19 pandemic has presented unprecedented challenges in hiring for resources needed to scale up processing of the backlog related to reduced fare/senior passes
 - **Next Steps:** In negotiations with labor unions to expedite temporary hires to help address backlog
- **Equipment (Printers and Encoders):** We have one set at Charlie Card Store and one at 10 Park Plaza available to address the backlog. These are old devices that need to be replaced.
 - **Next Steps:** Vendor has been given a notice to proceed to replace and provide additional equipment to serve the MBTA needs over the next 3-5 years. Due to supply chain issues, there is a 3- to 6-month lead time to receive this equipment.
- **Photos on Senior Passes:** Not having a photo on the Senior Pass could potentially speed up the processing of Senior Passes. We are exploring this to make certain no downstream challenges would result from this potential solution.
- **Other Potential Solutions:** Given resource challenges and COVID-related supply chain disruptions, we are exploring other potential solutions and will provide an update at the next Board meeting.



Quincy Bus Facility Groundbreaking Event



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Quincy Bus Facility Groundbreaking Event



Green Line Extension Opening



Green Line Extension Opening



Appendix



Baseline Weekday Ridership (2/24-2/28)

