



Massachusetts Bay Transportation Authority

GM Report

Steve Poftak, MBTA General Manager

May 26, 2022

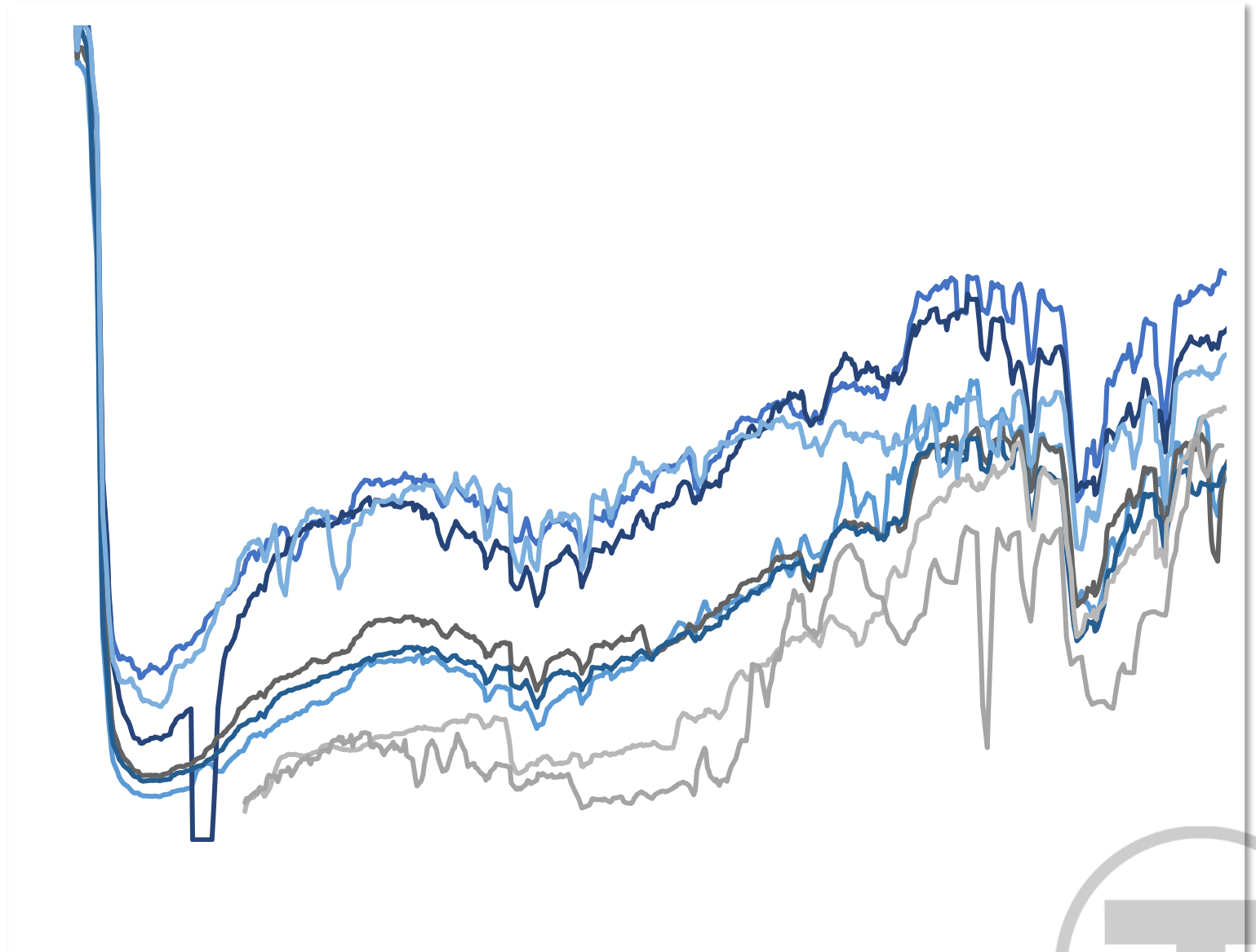


Overview

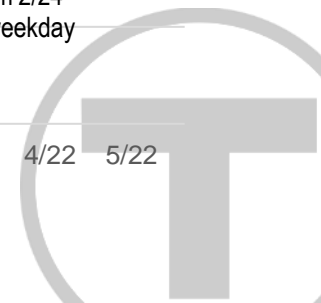
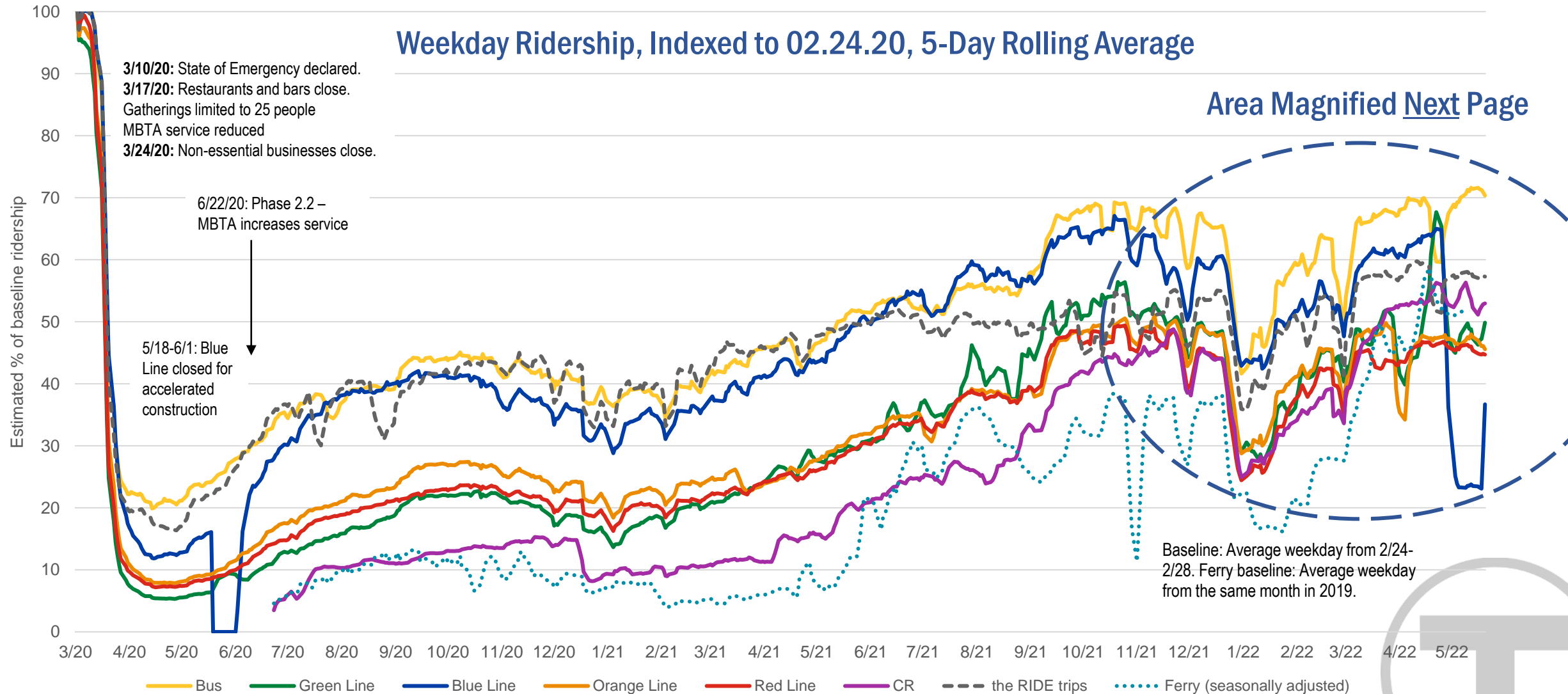
- Ridership Update
- Fairmount Pilot to Permanent Status
- HRU Bi-Level Coaches Arrive!
- Commuter Rail Spring Highlights
- Gloucester Drawbridge Reopens
- Bus Network Redesign, Launch May 16, 2022
- Bus Electrification Update
- Fare Compliance Regulations
- Orange/Red Line Car Brake Bolt Issue
- Blue Line Diversions
- Federal Grants
- Service Delivery Policy
- U.S. Open Update
- Community Outreach for April
- FTA Update



Ridership

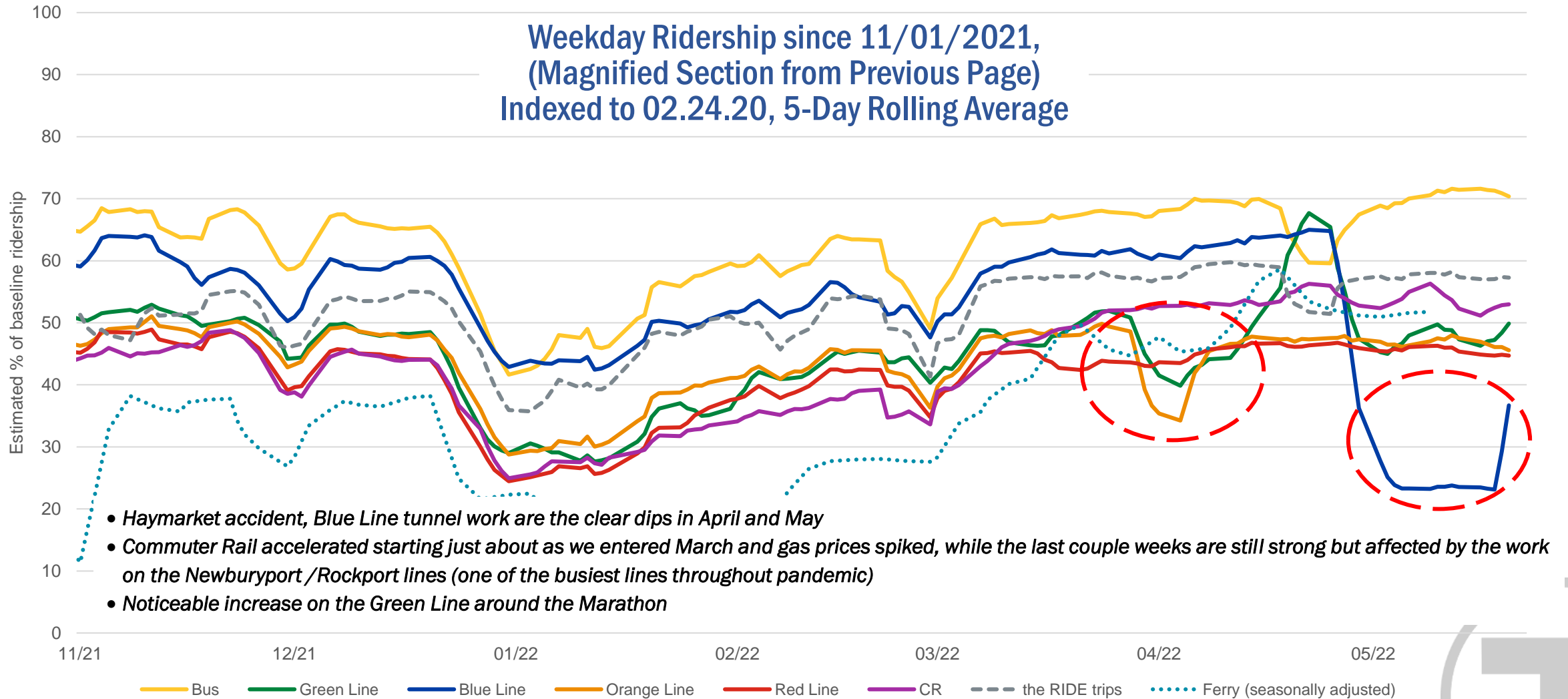


Pandemic Impact - Ridership Trend



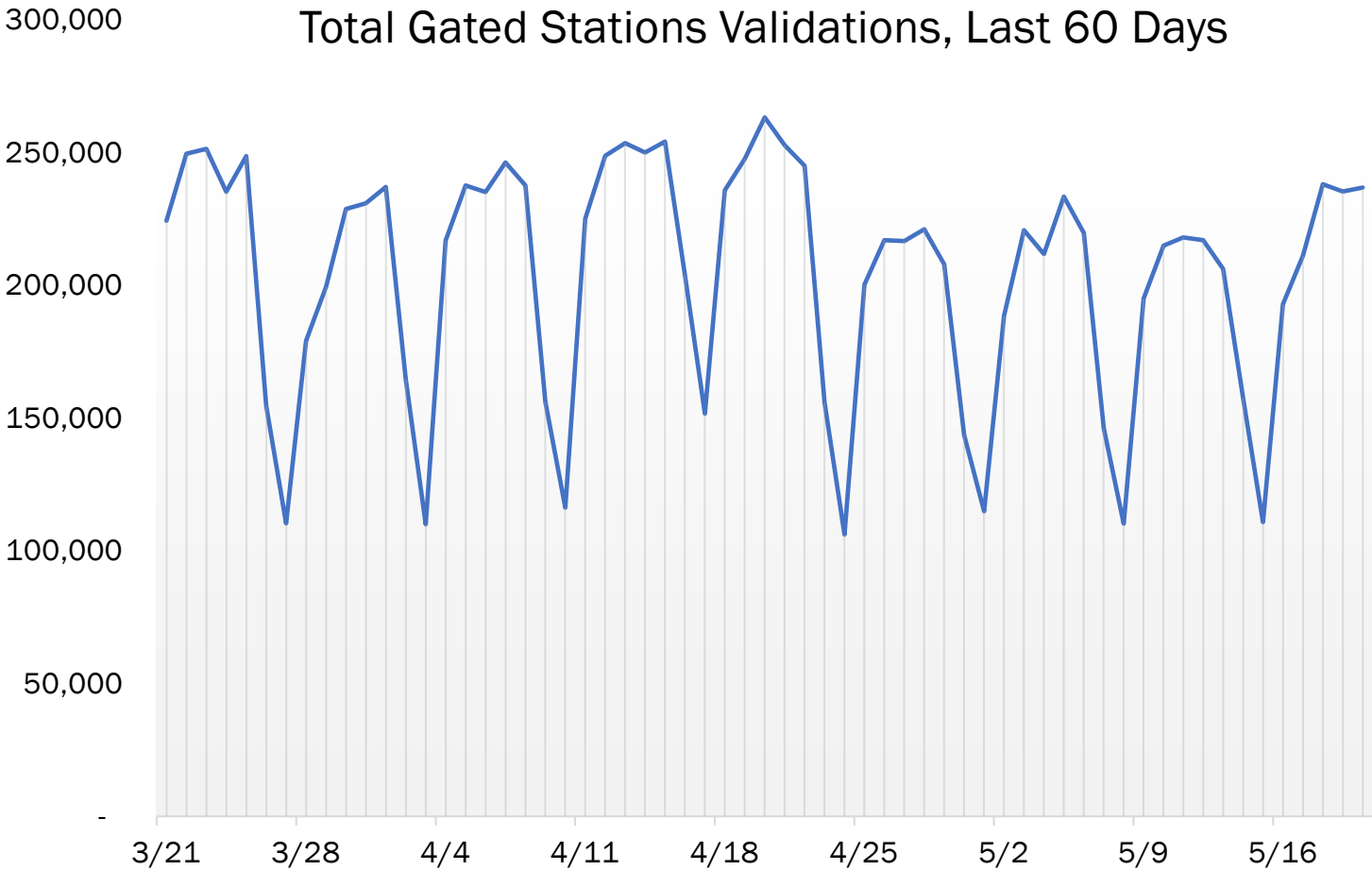
Pandemic Impact - Ridership Trend

Weekday Ridership since 11/01/2021,
(Magnified Section from Previous Page)
Indexed to 02.24.20, 5-Day Rolling Average



Gated Rapid Transit Stations

Total Gated Stations Validations, Last 60 Days

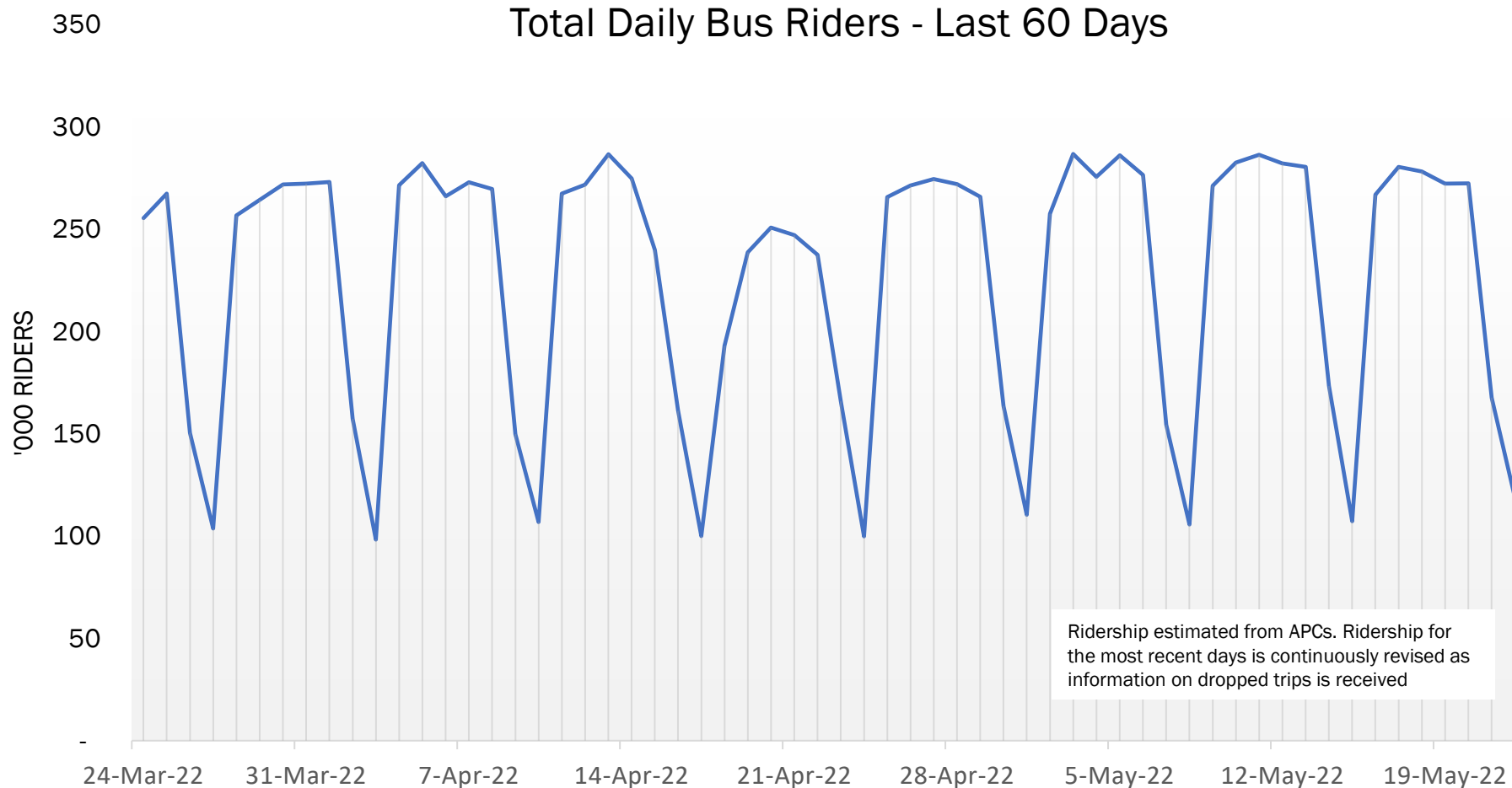


- Subway gates averaged 223K validations per weekday last week - a 6% increase over the previous week. After regular service on the Blue Line was restored, subway gates averaged 237K validations - a 12% increase over the previous Wednesday-Friday.
- Excluding the Blue Line, subway validations increased by 1% on weekdays last week.

LINE	CHANGE IN VALIDATIONS
	May 2019 weekday average vs. May 16-20, 2022, weekday average
Blue	- 58%
Green	- 51%
Orange	- 55%
Red	- 56%
Total Gated Stations	- 55%



Bus Ridership Trends

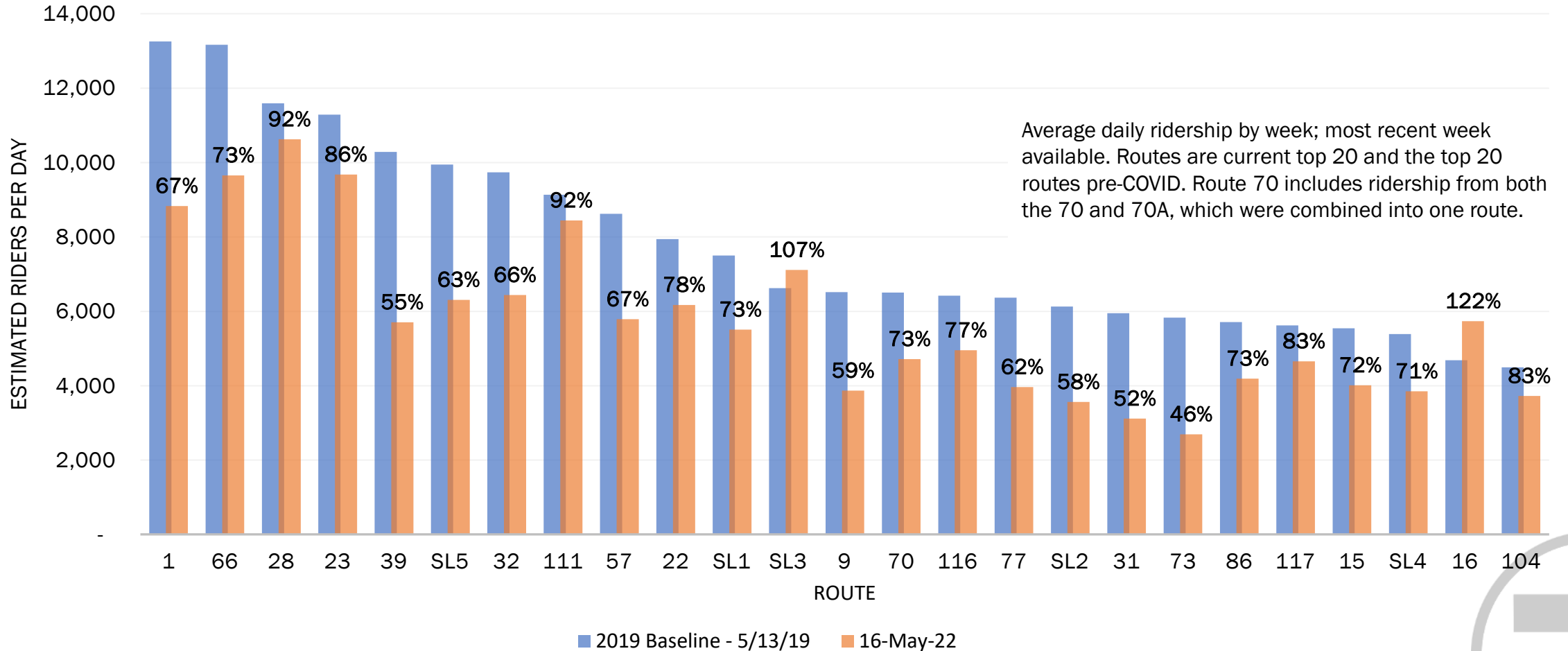


- Bus ridership averaged 274K riders per weekday last week, a decrease of 2%.
- Ridership is about 69% of the 2019 baseline for this week.



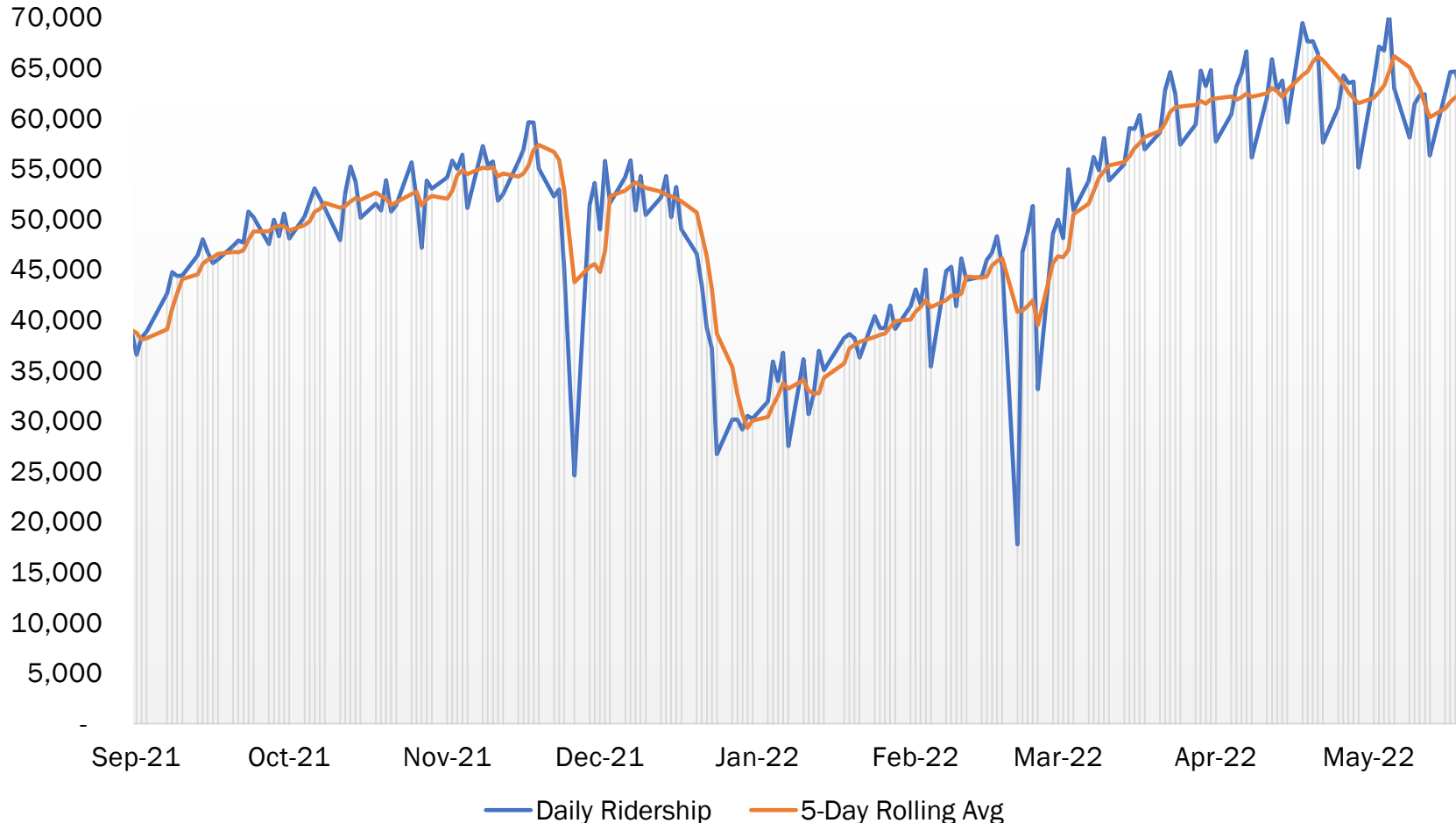
Bus Ridership Top Routes

Daily Bus Ridership, 5/13/19 vs. 5/16/22, Top Routes by Ridership



Commuter Rail Ridership

Estimated Trips, Weekdays



Commuter Rail averaged about 62K trips per weekday. This was a 4% increase over the previous week. Thanksgiving Day is excluded.

COMMUTER RAIL LINE	Estimated Daily Ridership, Weekdays May 16-20, 2022	Estimated % of 2018 Weekday CTPS Counts
Fairmount	2,163	82%
Fitchburg	3,899	42%
Framingham/Worcester	8,559	46%
Franklin	6,094	52%
Greenbush	2,172	36%
Haverhill	3,066	43%
Kingston/Plymouth	3,258	54%
Lowell	4,203	38%
Middleborough/Lakeville	4,162	61%
Needham	3,615	54%
Newburyport/Rockport	5,823	39%
Providence/Stoughton	15,257	59%

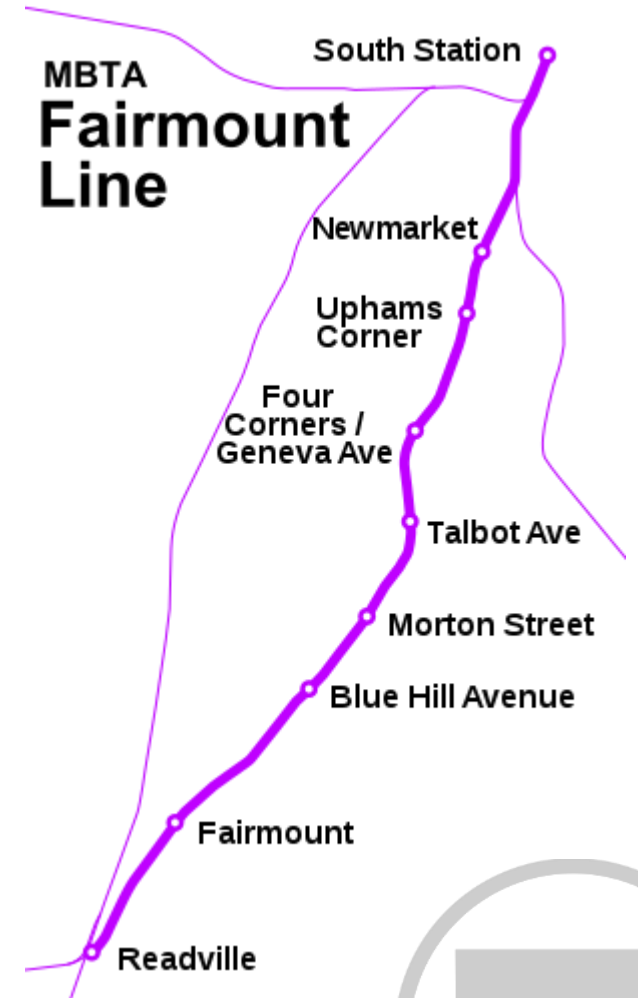


Fairmount Line; Pilot to Permanent



Fairmont CR Line Adds 8 More Weekday Trips

- The Fairmont CR Line is the T's shortest commuter rail line running 9 miles from South Station through Boston's southwestern neighborhoods to Readville, serving a corridor without adequate access to the T's subway system.
- 20% of Boston's population lives along this 9-mile route; 83% of those residents are people of color.
- Since 2012, the line has added 4 new stations, including the Blue Hill Avenue station in 2019.
- In June 2020, the MBTA and City of Boston launched a pilot, adding 8 additional weekday CR trips between Readville and South Station.
- *These 8 additional trips are now permanent with the Fairmont Line offering 24 daily trips; one trip ~ every 45 minutes to South Station.*
- About 70% of the pre-Covid weekday ridership has returned to the Fairmont Line.
- Fairmont Line stations are Zone 1A (subway fare). Fairmont Line riders can use their CharlieCard. Fairmont Line Zone 1A riders who pay with a CharlieCard can transfer for free, within 2 hours of their first tap, to subway, bus, or Silver Line.

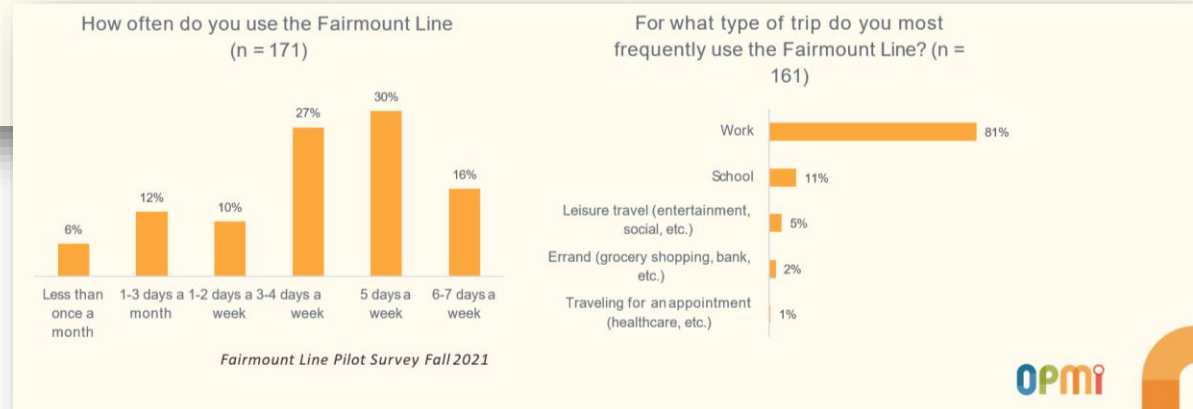


Fairmount Line Demographics & Line Use

- 55% of Fairmount Line riders are people of color
- 41% are low-vehicle
- 16% are low-income
- Fairmount Line riders are probably *more* likely to be riders of color but *less* likely to be low-income riders than other MBTA riders (also true during the last MBTA Rider Census)
- About 75% of Fairmount Line riders are frequent riders (3+ days a week)
- Most Fairmount Line riders primarily use the Fairmount Line to commute to work or school; few use it primarily for other trips
- Evidence of hybrid work: Only 45% of riders who primarily use the Fairmount Line for work trips use it 5+ days a week

Age	Pct	Household Income	Pct	Race	Pct
Under 18	1%	Less than \$14,500	6%	American Indian or Alaska Native	1%
18 to 25	18%	\$14,500 to \$28,999	1%	Asian	2%
26 to 34	22%	\$29,000 to \$43,499	6%	Black or African American	33%
35 to 44	24%	\$43,500 to \$57,999	8%	Middle Eastern or North African	0%
45 to 64	33%	\$58,000 to \$75,999	13%	Native Hawaiian or other Pacific Islander	0%
65 or over	1%	\$76,000 to \$108,499	15%	White	51%
		\$108,500 to \$151,999	11%	Other	4%
		\$152,000 or more	19%	Prefer not to say	14%
		Prefer not to say	21%		
Gender	Pct	Household Vehicles per Person	Pct	Ethnicity	Pct
Man	40%	None	22%	Hispanic or Latinx	19%
Woman	56%	0.01 to 0.49	20%	Not Hispanic or Latinx	73%
Other	1%	0.5 to 0.99	40%	Prefer not to say	8%
Prefer not to say	3%	1 or more	19%		
Disability	Pct				
Yes	3%				
No	92%				
Prefer not to say	5%				

Fairmount Line Pilot Survey Fall 2021



Fairmount Line Pilot survey data Fall 2021

Fairmount Line Celebration: Permanent Additional Weekday Service



Added 8 more weekday trips to the Fairmont CR schedule, providing access and opportunity for those living and working along the Fairmont corridor.

- MBTA GM Poftak
- Mayor Wu
- MassDOT Secretary Tesler
- Keolis Commuter Services President Francis
- Fairmount Indigo Transit Coalition President Forman

May 10, 2022

HRU 83 Bi-Level Coaches Arrive!



HRU 83 Coach Improvements

The first 16 coaches support **operations expansion**, incl. new south coast rail system.

This contract also supports the **replacement of oldest, 1-level coaches**.

Based on original 75 Bi-Level Procurement (FC-668), new FRU 83 Coach **improvements** include:

Safety

- Anti-slip nosing added for slip resistance on interior steps
- Anti-slip paint applied in vestibule

Passenger Convenience

- USB/convenience outlets at tables
- “Hands free” faucet in restroom

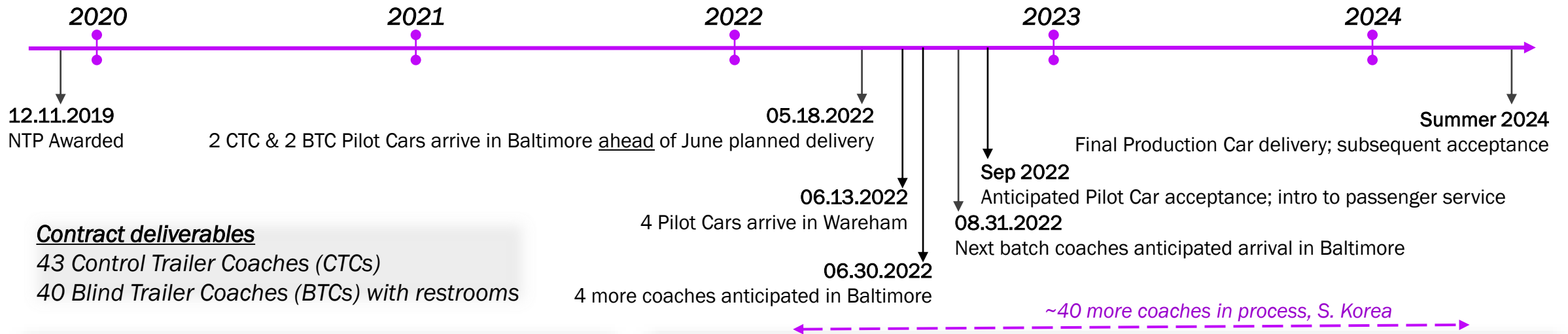
Energy Efficiency

- LED lighting replaces previous interior fluorescent lighting



Images are from Baltimore. Coaches are fully assembled by Hyundai Rotem in Changwon, S. Korea manufacturing facility. The coaches photographed are the result of a robust design review and manufacturing process developed to meet the contractual delivery schedule (we're ahead of schedule by several months). These 4 coaches left Mason, S. Korea 04.05.2022 on their trek across the world. CSX will transport them Rochester, Mass. to be tested prior to entering service. Qualification testing is anticipated beginning mid to late June and finish early September

HRU 83 Bi-Level Coach Schedule & Procurement



Contract deliverables

43 Control Trailer Coaches (CTCs)

40 Blind Trailer Coaches (BTCs) with restrooms

4 more coaches anticipated in Baltimore



S. Korean manufacturing facility



Coaches in S. Korea awaiting transport

Commuter Rail Spring Highlights



Draft for Discussion & Policy Purposes Only



Commuter Rail Spring Highlights

May 23, 2022

Spring 2022 Commuter Rail schedule commenced: Maintaining regional rail with consistent, all-day bidirectional frequency.

Gloucester Drawbridge reopened for revenue service on the Rockport Line.

Worcester Line “Heart to Hub” express returned to weekday schedule.

Inbound Worcester – S Station: 6:30 – 7:35 a.m.

Outbound S Station – Worcester: 4:55 – 6:02 p.m.

Fairmount Line allows bikes: all day, everyday.

May 27, 2022

CapeFLYER 2022 Season commences.

Roundtrip service Fri-Sun thru Labor Day.

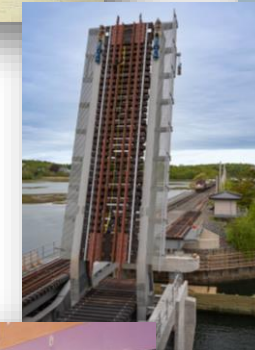
Dogs and bikes are welcome onboard.

To purchase tickets or view schedules, see

www.capeflyer.com



Worcester Union Station



Gloucester Drawbridge



Gloucester Drawbridge Reopens!

**SINGLE TRACK SERVICE OVER
THE GLOUCESTER DRAWBRIDGE
RESUMED MAY 23,
MARKING A MAJOR MILESTONE
FOR THE PROJECT AND
THE RETURN OF COMMUTER
RAIL SERVICE TO GLOUCESTER
AND ROCKPORT STATIONS!**



Gloucester Drawbridge Project



This \$100M infrastructure project replaced the existing drawbridge that was originally built in 1911. The new drawbridge will have two independently operating bascule structures that will each support a single track. The southern structure has been completed, fully tested and supports the return of service.



During the extended closure, significant progress was made on the construction of the northern bascule structure, which has helped mitigate delays that the project was facing. In March 2022, the northern bascule was set in place on the trunnion pier. The project is on track to open the northern structure to trains by the end of 2022.

During the closure, the MBTA was able to accelerate multiple projects that would have required service interruptions, such as the installation of a new interlocking between Gloucester Station & the drawbridge, the replacement of more than 11,000 treated wood ties, track improvements, replacement of 11 culverts, replacement of Maple Street grade crossing, and maintenance improvements at Gloucester & Rockport Stations.



Bus Network Redesign

Launch

May 16, 2022

Better
Bus
Project



Making transit
better together

Bus

May 16

Bus Network Redesign

BNRD re-imagines the MBTA's bus network to **better reflect the travel needs of the region**; creating an improved experience for current and future bus riders. Our bus network must adapt to the region's changes. Essential to the region's economy, [the bus serves our most transit-dependent populations](#).

RIDERS SAY "GREAT BUS SERVICE"



Goes where people want to travel, when they need it



Is fast, frequent and reliable



Is simple to use and understand



Serves the people who need it most

BUS NETWORK REDESIGN BENEFITS:



275,000 more residents near high frequency service



25% increase in bus service across the network



115,000 residents of color gain access to high frequency service



200,000 more residents gain access to fast and frequent service to Longwood Medical Area



40,000 low-income households will gain access to high frequency service

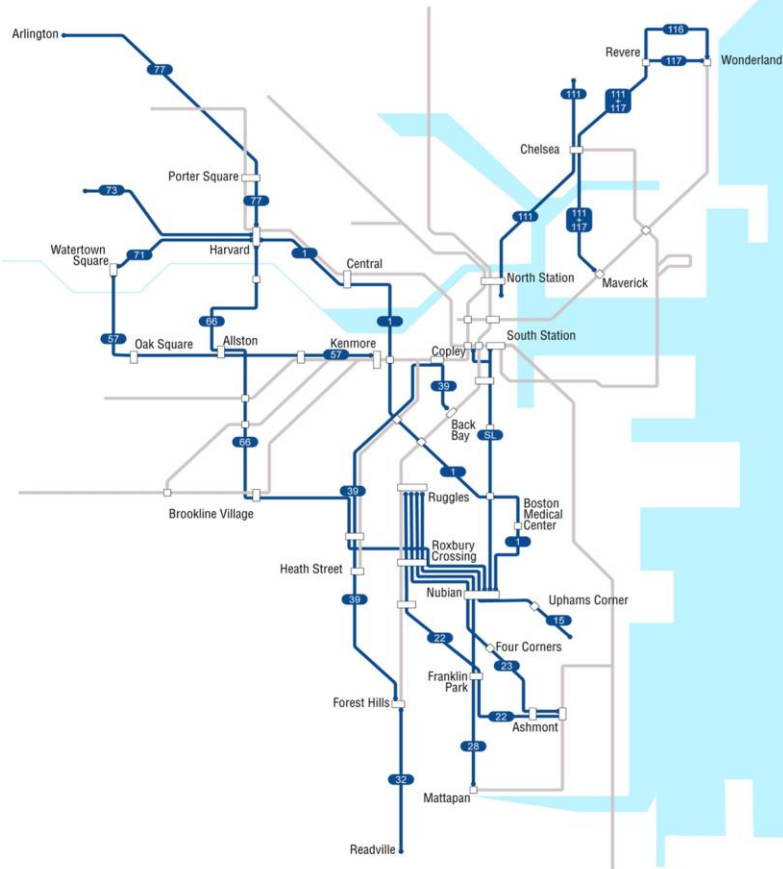


70% increase in weekend service

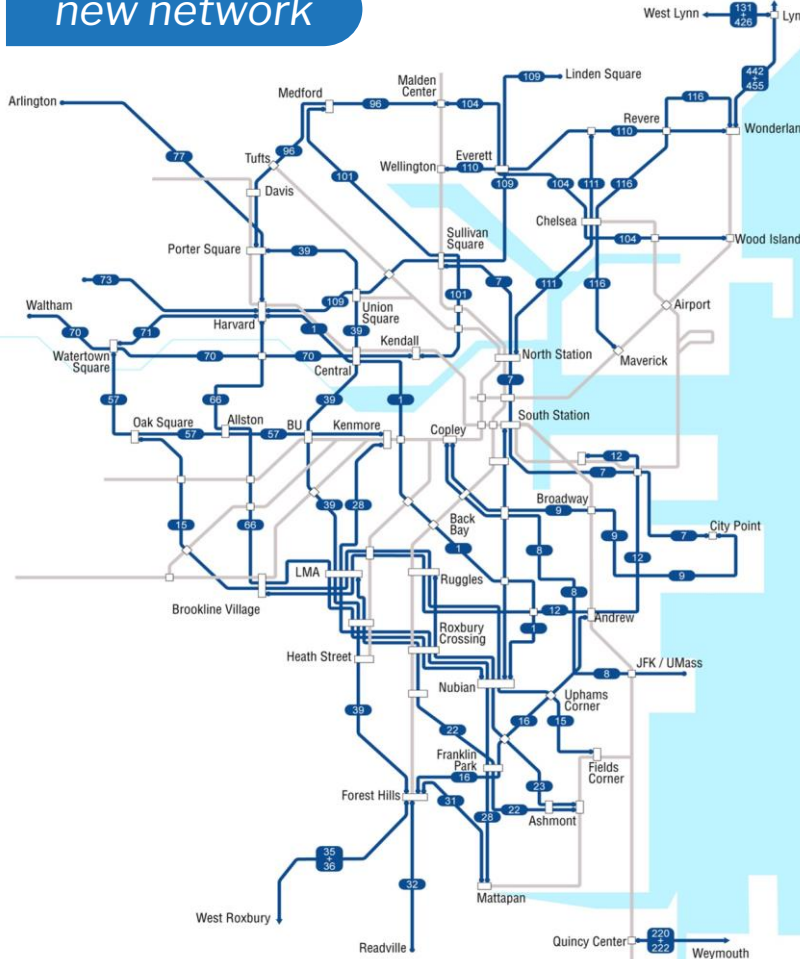


BNRD Doubles Amount of High Frequency Service

old network



new network



275,000 more residents with access to 15 min or less all-day, 7-day-a-week service

- 15 corridors → 30 corridors
- Today: Only 27% of weekday service is frequent; **with plan** frequency increases to 50%
- Today: Everett, Lynn, Medford, Somerville, South Boston, and West Roxbury have no all-day high frequency routes; **with plan**, they would
- Today: LMA has only 2 frequent routes; **with plan**, it increases to 6. Seaport and Kendall also get new frequent service



Bus Network Redesign Project Timeline

2020
Ongoing

Research/Design: Learn travel patterns / preferences of current and potential future riders. Develop service design principals and metrics.

Review Feedback: Examine feedback from riders from 2019 route change and other BBP initiatives

Summer/
Fall 2021

Draft Metrics: To define what success looks like

Outreach Phase 1: Are we getting people to the places they need and want to go + is transit a good option to get them there?

BNRD Launches
May 16, 2022



Spring/
Summer 2022
May 16, 2022

Draft Network: Proposal for new bus network

Outreach Phase 2: Public comment on draft bus network map (see next page!)



Fall
2022

Finalize: Final network design based on public comment

Outreach Phase 3: Rider outreach to review draft map with routes and frequencies

2023

Implementation: Phase 1, new Bus service

**Planned phases of implementation over five years. Implementation timing will depend on structure and interdependencies of the new network, staff and public outreach capacity (including operator headcount), and the availability of bus priority.*



BNRD – A Data Driven Initiative

TO DATE

1,000+ comments on the travel survey in multiple languages
Focus groups with 100+ riders
Engagement with Operators and the Training School
10+ meetings with BNRD External Task Force
50+ meetings with municipalities and roadway owners
30+ hours of street teams at stops and stations
Presentation to elected officials
Advertising in **multiple languages**

PUBLIC OUTREACH FOR DRAFT NETWORK MAP

COMMUNITY MEETINGS

May 19 Virtual (Systemwide)
May 24 Virtual (S. Shore & South Suburbs)
June 2 Virtual (Boston)
June 8 Virtual (Mystic River & North Shore)
June 16 Virtual (Inner Core)
June 22 Virtual (Minuteman & Metro North)
June 28 Virtual (Metrowest)
July 18 In-person Open House - Bruce C. Bolling Municipal Building
July 26 Virtual public hearing
July 28 in-person public hearing @10PP

STATION OPEN HOUSES

May 18 Nubian Square
May 26 Chelsea City Hall
June 1 Harvard
June 7 Quincy
June 14 Dewey Square
June 23 Ashmont
June 30 Malden Center
July 7 Sullivan
July 12 Forest Hills
July 21 Wonderland

STREET TEAMS

May 17 Haymarket
May 25 Central Sq (Cambridge)
June 9 Copley Station
June 15 Andrew
June 21 LMA
June 27 Kenmore
June 28 Bellingham Square
July 6 Nubian Square
July 11 Maverick Station
July 14 Oak Grove Station
July 20 Ruggles Station
July 27 Wonderland

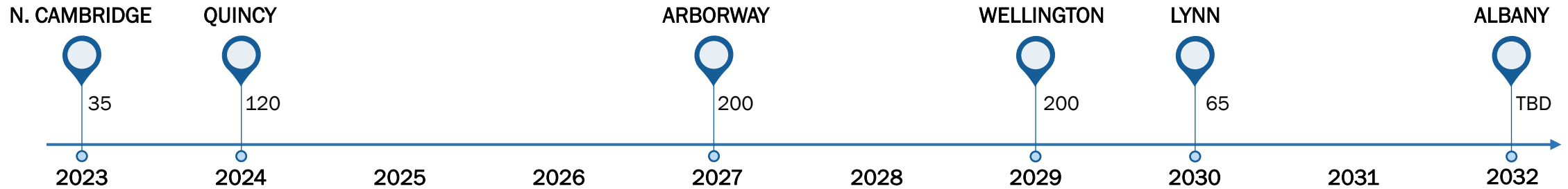


Bus Electrification



A Silver Line battery electric bus (BEB) with a demonstration of en-route charging equipment

Battery Electric Bus Roll Out Timeline & Features



SEQUENCE & TARGET • **EQUITY:** Operating zero emissions buses in transit critical communities, high ridership routes

FACILITY CAPACITIES • **FLEET NEEDS:** Identifying facility replacements with specialty bus retirements (legacy diesel, trolleybus, CNG)

DRIVEN BY • **SYSTEM CAPACITY:** Replacing facilities that could be moved to a new location first, opens swing space

TECHNOLOGY	closed circuit TV, collision avoidance option, artificial sound generation
STRUCTURE	14-yr, 500K mi. life, structure validated by shake & strain tests, corrosion resistant
ENERGY STORAGE & PROPULSION	4-hr full charge, 500 kWh capacity, 130-160 mi. range
HVAC	Dual mode diesel/elec. heating, integrated air purification
INTERIOR / EXTERIOR	Driver barrier protection, accessibility center seating

PROCUREMENT OF 40-FT LOW FLOOR BATTERY ELECTRIC BUSES		
RFP Milestones	Milestones	Status
RFP Release	04.22.2022	✓
Pre-Proposal Conference	05.06.2022	✓
Request for Clarification	05.26.2022	
Final Addenda Deadline	0.6.012022	
Proposal Due Date	06.22.2022, @2 p.m.	
BoD (Notice of Award)	3QCY2022	



Fare Compliance Regulations



MBTA's Proposal to Support Fare Compliance



BACKGROUND

Prior to Jan. 2021, fine levels for fare evasion were **set by statute**.

The law, as amended effective Jan. 2021, reduces the range of possible fines and requires the MBTA to enact regulations to set fine levels and payment/appeal procedures.



GOAL OF REGULATIONS

Encourage fare payment in a cost-effective manner without being punitive.



PROPOSAL

Fines proposed (\$50-\$150) with written and in-person appeal options available. Complete proposed regulations may be requested, publicengagement@mbta.com.



PROCESS & PUBLIC ENGAGEMENT



April 2021
Public hearing held



May 2021
Proposed regs presented to the FMCB; however, FMCB term expired before regs approved



Current/Ongoing
Collecting public comment on the updated version of regulations, through June 21, 2022 @ midnight.



June 21, 2022
Virtual public hearing scheduled



Summer/Fall 2022
Seek Board vote for adoption



Orange/Red Line Car Brake Bolt Issue

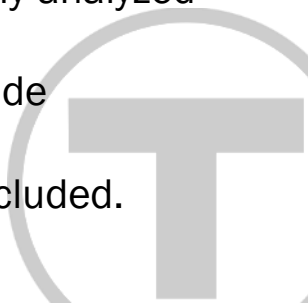


CRRC Car Update

On May 19th, a new Orange Line train experienced a problem in *one* of the train's multiple braking units. While the MBTA was determining the exact cause of the failure, a proactive decision was made to keep all the new trains out of service while the vehicle engineering and technical teams investigated



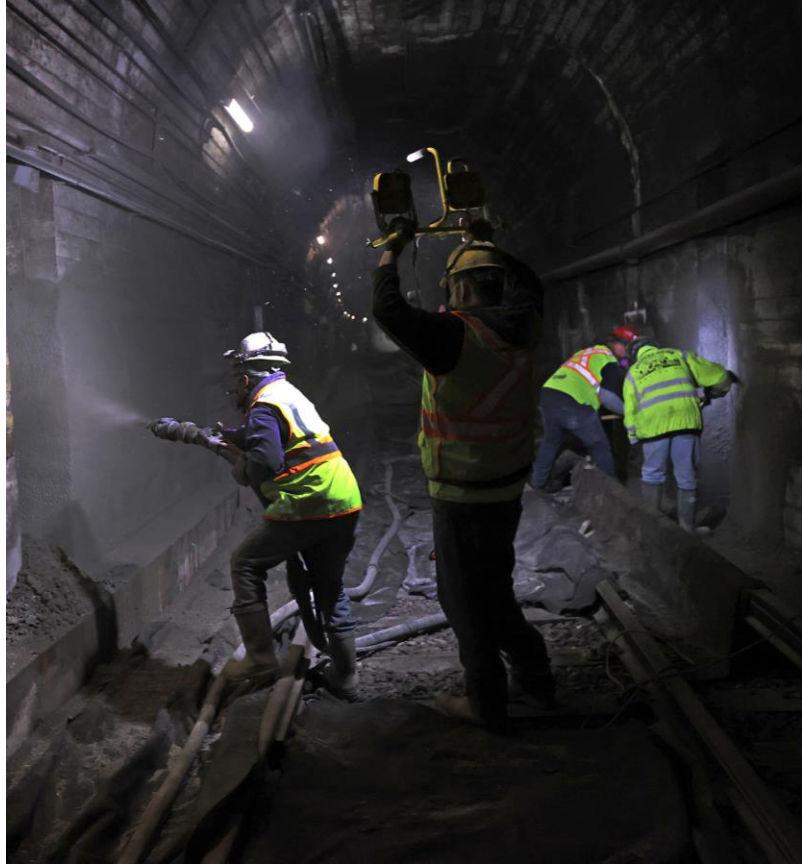
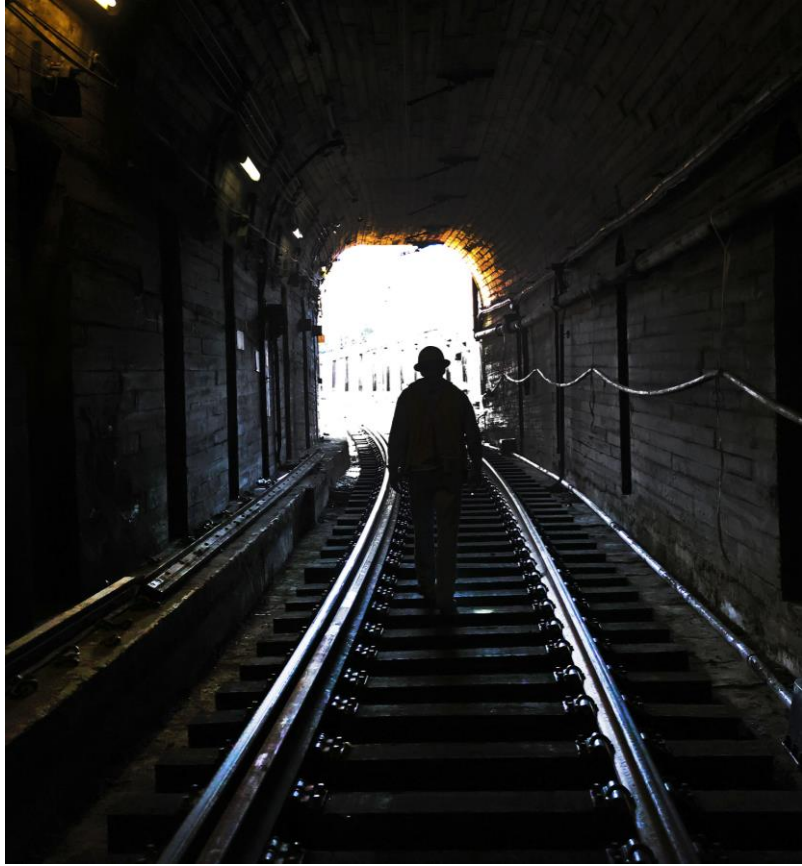
- Preliminary findings indicate that one bolt in one of the car's 8 braking units had not been properly installed at the manufacturing plant. MBTA vehicle maintenance personnel started a fleetwide process to verify that each bolt (24 per car, 144 per train) was properly installed.
- 56 of the 64 Orange Line and 6 of the 6 Red Line accepted CRRC cars have been inspected.
 - 17 bolts on 7 cars were identified to be out of the specified torque range (1584 bolts inspected). These 7 cars will be available for service after further analysis and hardware replacement. (1 of the 7 was a RL car and it is already fixed.)
 - The 50 Orange line cars that passed the inspection are available for service and the 6 Red Line cars are available for service as of 5/25.
- The inspection process is scheduled to be completed on all remaining Orange line cars by COB 5/26.
- A formal engineering investigation is underway. Hardware will be metallurgically analyzed to verify preliminary findings.
- CRRC's assembly procedures and QA/QC process are being expanded to include additional verification steps of critical installations.
- In-service cars will be inspected every two weeks until the investigation is concluded.



Blue Line Diversion Updates



Image courtesy of David Ryan | Boston Globe

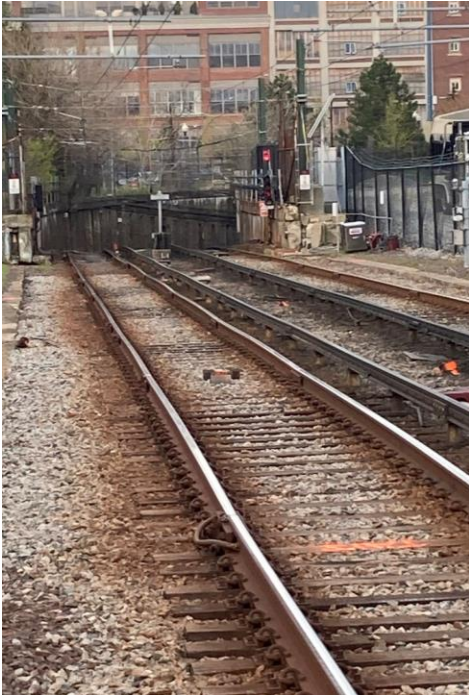


Blue Line Work Apr-May 2022

Images courtesy of David Ryan | Boston Globe

Blue Line Surge

SURGE #1: AIRPORT TO BOWDOIN
PLANNED 04.25 – 05.08, EXTENDED TO 05.18



SCOPE

- Railworks: Full depth track replacement.
- SPS (contractor): Leak/spall repair, asbestos abatement, drainage investigation at Aquarium
- Michael Baker: Tunnel inspections
- OCE consultant survey to inform BL Master Plan
- E&M Piggybacking on Diversion

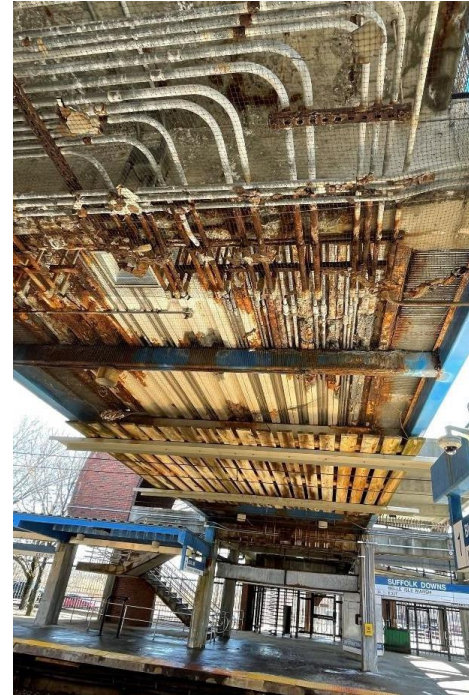
BENEFITS

Increased reliability of Blue Line service

SCHEDULE

Extended from original May 8 to May 18 due to tool cart derailments, and ensuring all new laid track was safe and ready for transport.

SURGE #2: WONDERLAND TO ORIENT HEIGHTS
05.22 – 06.08 (ORIGINALLY PLANNED START 05.11)



SCOPE

- Suffolk Downs: Re-construct pedestrian bridge over tracks
- Wonderland: PVC conduit replacement
- Beachmont: Sidewalk and Plaza reconstruction
- Operations: Electrical lighting upgrades

BENEFITS

Safety and state of good repair for Blue Line operations



Federal Grants



MBTA Federal Grants Updates

Summary
Federal Grants
submitted,
SFY2022*

Won
\$23.9M

Awards
Received
3

Applications in
Development
6

Submitted
Applications
(pending results)
12

Work in Progress

Six applications are in development with due dates ranging from May to November 2022.

- Due May 31: Combined Low/No Emissions & Bus/Bus Facilities Programs Capital Investment Grant (CIG) submission for Green Line Transformation
- On March 16, the MBTA submitted a letter to FTA to request entry into the Project Development (PD) phase of the CIG Core Capacity Program for the Green Line Transformation Program.
- On May 12, the FTA accepted our request for entry into PD. This begins a two-year PD phase, which will be followed by a Project Engineering (PE) phase and results in a Full-Funding Grant Agreement (including match).

Recent Submissions

Multimodal Project Discretionary Grant Program (MPDG)

- MPDG Program contains 3 sub-programs (Mega, INFRA, Rural) with up to \$2.9B for FY22
- Grants will focus on large projects that are otherwise difficult to fund
- We submitted three applications on May 23 (***additional details on next slide***):
 - North Station Draw 1 Bridge Replacement Project
 - South Side Maintenance Facility Project
 - Southwest Corridor Infrastructure Improvements

* Updated as of 5/25/2022



Recent Submissions for MPDG Program

The MBTA submitted 3 grant applications, totaling nearly \$1.5 billion, to USDOT's [Multimodal Project Discretionary Grant \(MPDG\) Program](#) to maintain critical infrastructure in a state of good repair; and improve service reliability, and safeguard future ridership growth with resilient infrastructure.



North Station Draw 1 Bridge Replacement Project

- Replacement the North Station Draw 1 Bridge
- Operational and capacity improvements at North Station and in the Tower A interlocking north of the bridge
- Construction of a new multimodal Charles River crossing for pedestrians and cyclists
- *Est. Cost = \$600+M, Federal Investment Request = \$338M*



South Side Maintenance Facility Project

- Design and construction of a new heavy maintenance facility on South Side of Commuter Rail system to:
- Overcome operational challenges that plague the repair and maintenance of the South Side fleet
- Expand maintenance capacity and improve system resiliency
- Offer flexibility to adapt facility to service possible future electrified fleet
- *Est. Cost = \$400+M, Federal Investment Request = \$245M*



Southwest Corridor Infrastructure Improvements

- Repair and replacement of track and power infrastructure
- Modernization of various fire and life safety systems
- Strengthening of structural systems like bridges, tunnels & retaining walls
- Drainage repair and improvements to help to ensure below-grade infrastructure is resilient against extreme weather and climate change
- *Est. Cost = \$400M, Federal Investment Request = \$240M*






Service Delivery Policy



What is the MBTA Service Delivery Policy?

“The Service Delivery Policy sets how the MBTA evaluates service quality and allocates transit service to meet the needs of the Massachusetts Bay region.”

-  Establishes objectives for quality transit services.
-  Identifies quantifiable standards used to measure whether MBTA transit services achieve their objectives.
-  Sets standards used for evaluation in Title VI and Triennial Reviews.

The SDP Annual Report builds off the 2021 SDP Update

- Shares the results for the SDP evaluation for Fall 2021 for all service measures with the public.
- Includes details on how operator shortages and decreases in ridership due to the pandemic impacted the service measures.
- **Results** show that bus performs consistently lower than rail on most measures, highlighting challenges around bus service and **reiterating the need for continued investment in transit priority, Bus Network Redesign, and modernization of bus facilities.**

Scheduled Service Measures

Coverage
Accessibility
Span
Frequency

Delivered Service Measures

Reliability
Comfort (Crowding)
Service Operated



U.S. Open Update



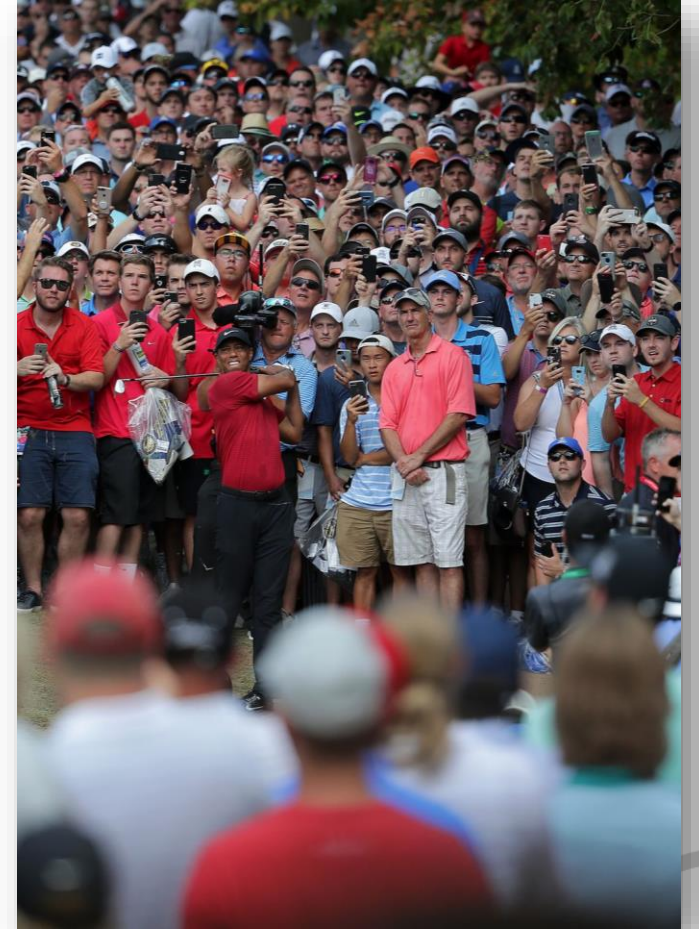
MBTA & USGA Partnership - Parking & Security

Overview

- [The MBTA](#) in association with the [USGA U.S.Open](#), is **cross-promoting the event / logistics on the web.**
- The **MBTA will** provide parking, transportation, fare/media communication, website information, systemwide event promotion.
- The U.S. Open is already sold out @ 22,500 daily tickets sold. Another ~10,000 daily account for staff, vendors, government, club members. The daily crowd will approach 35,000 or more than 225,000 people over the course of the event.
- **Comprehensive plans are in place for minimal impact to the MBTA's daily operation.**
- The MBTA launched a **corporate call for volunteers** to assist travelers with the system during the event days.

Parking

- No general parking at the club.
- Zero street parking.
- The U.S. Open has contracted [100 MBTA parking facilities](#) as well as other parking facilities to support event parking needs.
- Event staff and attendees can also use Rt. 128 CR parking garage, take CR to Forest Hills.



“Take the T to the U.S. Open Championship”

Transportation

- US Open will run **separate private shuttle bus routes** (Yankee Bus Lines and several others) to the event from Forest Hills, BC/Cleveland Circle, and Reservoir.
- The Authority will run weekday service throughout the event on the Orange and Green lines.
- Commuter Rail is adding additional train service between Rt. 128 and Forrest Hills. Those that use the 128 CR parking garage can take the CR to Forrest Hills.
- Rt 51 Bus Line will run a modified route, due to the addition of shuttle buses to accommodate the U.S. Open attendees.

www.mbta.com/usopen

- Buy commemorative passes
- Plan a trip to the tournament, schedule information
- Learn more about safety and accessibility.

Similar model to other popular destinations, i.e.; Fenway Park (mbta.com/Fenway), Boston Marathon.

Safety & Security

- Extra MBTA staff at Forest Hills, Cleveland Circle and Reservoir or other areas as needed.
- Extra Transit Police at Forest Hills to ensure MBTA regular scheduled buses are able to move in and out in between the US Open buses. Extra T Police at Reservoir to keep the area safe (people tend to cut through the yard).



Limited edition, commemorative US Open CharlieCards with a 1-Day or 7-Day LinkPass. Avail. May 23.



Community Outreach, April

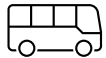
Building Community Relationships, Broadening Outreach



The Community Engagement Team is planning to set up a table at the **Brighton** farmer's market, **Lynn** farmer's market ... **more** to come.



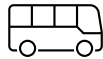
Met with **Quincy-based organizations**. Set **bi-monthly community outreach meetings** and can also **share MBTA job opportunities**.



The **BNRD Team leaders** are meeting with various advocate and community groups in **Roxbury, Mattapan, Fenway, Chelsea** for BNRD and other projects.



Met with **Neighbor 2 Neighbor** to discuss upcoming projects and recent changes to outreach.



Coordinating bimonthly outreach meetings to connect the **Everett / Lynn / Chelsea** communities with the Community Engagement Team.



- The Community Engagement Team is joining **Mayor Wu's coffee hours**, hosted by the **Office of Neighborhood Services**.
- The **City of Boston** is helping expand outreach with riders!



DD met with **Greater Mattapan Neighborhood Council** for an introductory meeting.



An additional **Community Liaison** will start within weeks to provide **additional outreach support**.



Community Engagement Team, in partnership with **CX Team**, is coordinating a **Day of Service** to **clean a community garden in Lynn**.



MBTA's Community Engagement has been meeting with **Various Boston City Council offices** gain awareness of neighborhood concerns and introduce the team's purpose.



Held introductory meeting with **the Dudley Square Neighborhood Initiative**, coordinating future **BNRD outreach**.



Reinforcing Structural Framework & Communications

STRUCTURE, FRAMEWORK EFFORTS



Increased **language access** for systemwide public meetings. Many incl. **ASL & CART services** and **language translations**: Spanish, Chinese, French, Haitian, Creole, per geographic needs.



Emailed resource info to entire contact list about **how people can sign up for service alerts, find lost items**, etc.



Communicated **new mask guidance** to 500 community organizations and municipalities in the MBTA service area.



Flagging project update needs for various MBTA teams, as prep for upcoming **community** meetings – (ex: **bus lane projects, The RIDE services, BNRD**).

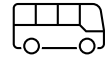


Finalized updated zoom slides (now with Spanish and Chinese translations for Zoom functions) to share with outreach contractors that host meetings on behalf of the **MBTA to increase accessibility and language access for public meetings**.

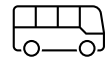
MEETINGS



Hosted **final of three CIP public meetings** with **>70 attendees per mtg**.

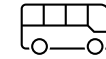


Assisted with the **BNRD External Task Force**. The **advocates vocalized support** for the project.



The **BNRD team** met with various groups to review the proposed map and is scheduling a follow up meetings from Roxbury to Chelsea.

NEAR-TERM PLANS



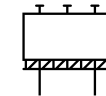
The team will be focused on recruitment for **BNRD Street Teams** and setting up **community outreach meetings and events** for the project.



The team is planning an introductory BNRD meeting with the **Mass Senior Action Council**.



Prepping for the **first BNRD Street Team at Haymarket Station**.



Meetings planned **with Vine Street Community Center, West Broadway Neighborhood Association, Andrew Civic Association, Charlestown Coalition and more** to support outreach efforts.



FTA Update



Thank you!

