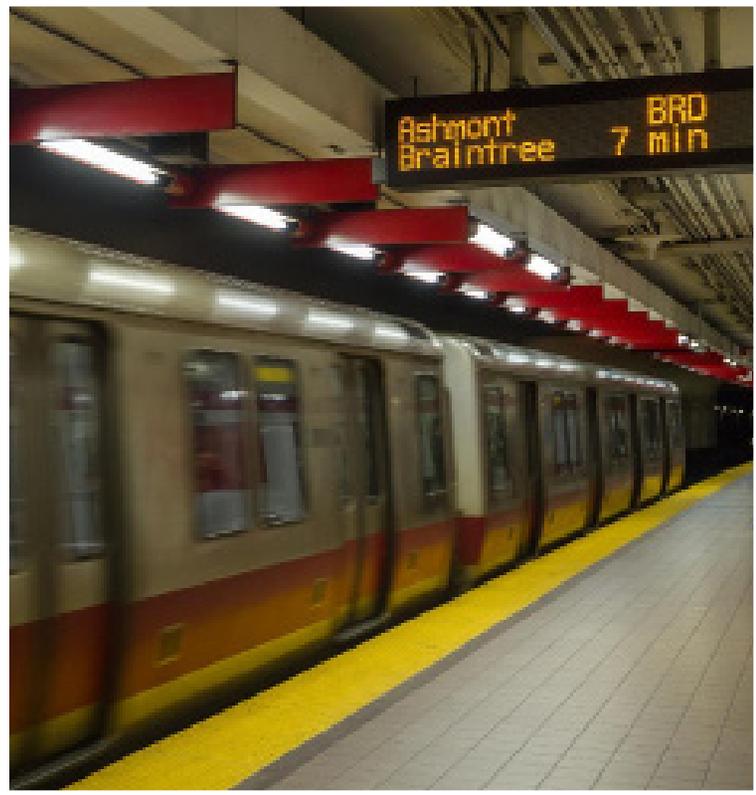




# MBTA FY23-27 CIP Public Engagement Summary and Responses

June 2022



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# Public Engagement Summary

## Overview

The public comment period for the proposed FY23-27 CIP took place from Thursday, March 24, 2022, to Monday, April 25, 2022. During this time, we hosted three virtual public meetings to provide an overview of the proposed CIP and invite feedback from attendees. We also accepted comments via our online comment tool, as well as through emails and letters.

Comments were analyzed as follows:

- Each unique message received via letter, email, or online comment tool, or that was shared verbally or via chat during a public meeting, was considered a separate **comment**.
- **Individual** refers to the person(s) that sent or co-signed a comment. Some comments consisted of a single letter or message cosigned by more than one individual.
- Each comment was tagged to one or more **mentions** of a particular topic, such as Commuter Rail electrification or Fare Transformation.

In total, we received **521** comments from **842** individuals and saw **70+** attendees at each of our three public meetings. A summary of the CIP public engagement figures is available on the next page.

## How Do We Use Your Comments?

The comments received during the CIP public engagement process help us better understand which investments the public would like us to prioritize. Following the closure of the public comment period, the CIP is refined as necessary, and changes are made based on available funding sources. Additionally, your comments will help guide the development of future capital plans.

Finally, many comments referring to specific concerns or suggestions have been directed to the appropriate MBTA departments for review and consideration.

## Response to Public Comments

After analysis and tagging of comments to one or more mentions, **key mentions** were identified. A **key mention** generally refers to a topic that is tagged in multiple comments. A summary of the key mentions identified in the CIP public engagement process and their respective responses are provided in this document. Also included is a discussion regarding the importance of the CIP's reliability and modernization investments.

Thank you for your participation! Public feedback is important to the CIP development process, and we appreciate your input. To view the final FY23-27 MBTA CIP, please visit [mbta.com/cip](https://mbta.com/cip).

### CIP Engagement By the Numbers

**30**

Days in Public  
Comment Period

**3**

Virtual Public Meetings

**70+**

Attendees at Each  
Virtual Public Meeting

**521**

Comments Received

**842**

Individuals Commented

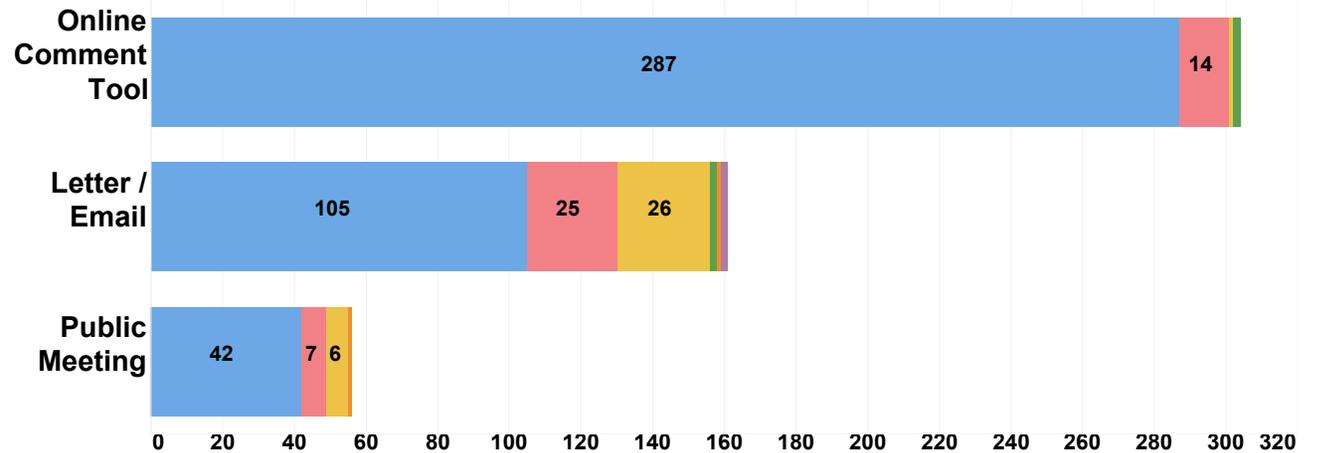
**115**

Zip Codes Represented

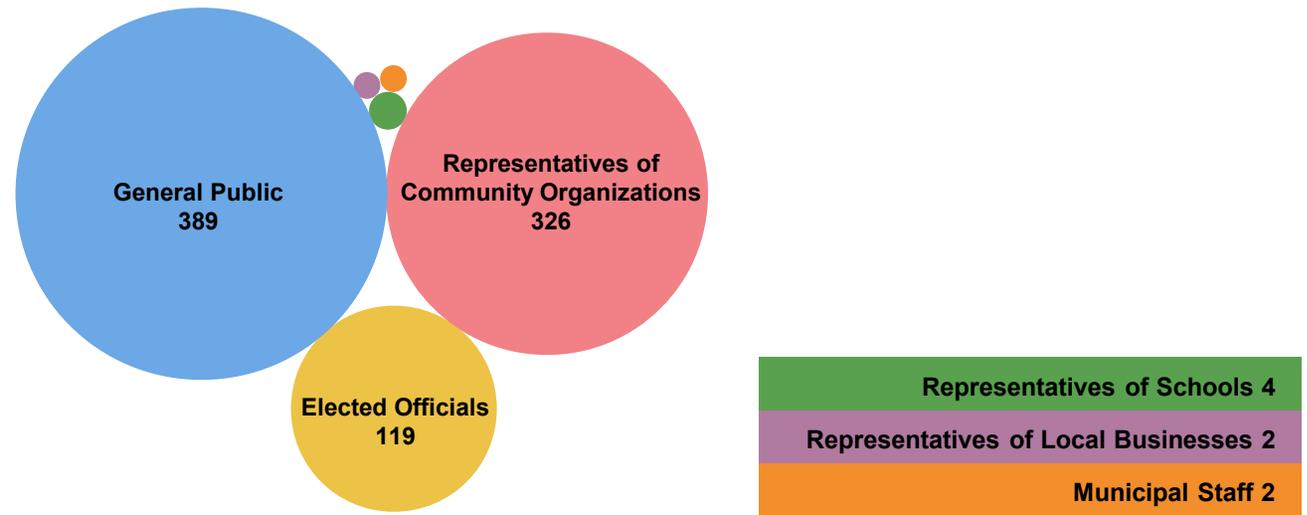
**29**

Key Mentions

Number of Comments Received, by Comment Format and Type of Commenter



Number of Individuals Submitting Comments, by Type of Commenter



# A Note on Our Investment Priorities

## Reliability and modernization are the focal areas of the FY23-27 CIP

The MBTA's capital plan is driven by two overarching priorities, which help to shape our overall strategy for capital investment:

- Improve the **reliability** of the system and **modernize** existing assets to accommodate current or anticipated growth.
- Make targeted investments in the **expansion** of the transportation network to increase capacity or multimodal options.

Of the \$9.6B of programmed investment in the five-year CIP window, 90%, or \$8.7B, is centered on **reliability and modernization** improvements to maintain and improve the existing system.

## Why is the CIP so focused on these types of investments?

As America's First Subway, the MBTA is a [legacy system](#) with some elements of the network dating back to 1897. Many of our assets are 50 or more years old and require significant investment to operate at peak performance.

Our **reliability and modernization** projects are focused on bringing the system into a State of Good Repair, maximizing the lifespan of our infrastructure, and ensuring the continued safety of our riders and employees.

Safety is the MBTA's number one priority, and over 450 **reliability and modernization** projects in the FY23-27 CIP include safety components or have safety-related benefits. These projects include, but are not limited to, bridge and tunnel inspections, passenger facility and path of travel improvements, fleet maintenance, employee safety initiatives, and maintenance facility renovations.

## How does the MBTA track State of Good Repair and capital needs?

The MBTA is required by the Federal Transit Administration (FTA) to develop an asset management program to prioritize asset investments in our transit inventory based on condition assessments.

On an annual basis, we report information about the assets we own or manage to the National Transit Database (NTD) and set forward-looking asset performance targets for fleet age, speed restrictions, and facility condition. These targets are reviewed and approved each year by the Boston Metropolitan Planning Organization and the FTA.

We also update our [Transit Asset Management Plan \(TAMP\)](#) every four years to identify existing and proposed levels of service and determine life cycle management needs by asset class. The TAMP is intended to document our asset portfolio, current condition, and asset management practices and establish the MBTA's approach to maintaining the more than 50,000 assets and 11 asset classes that make up our transit system.

In addition to the above asset management practices, every three to four years the MBTA carries out an assessment of our capital needs. This process seeks to:

- Better understand the condition and age of our capital assets, and the approximate costs to replace or repair them.
- Leverage this information to support smarter capital investment decision-making.

The last assessment of the MBTA's capital needs was presented to the Fiscal Management and Control Board in 2019. We are currently working to update the Capital Needs Assessment (CNA) and look forward to sharing the final report following its completion.

## Where does the expansion of the transit system come in?

In addition to the Green Line Extension and South Coast Rail expansion projects, we have approximately \$27M programmed in the FY23-27 CIP to support targeted expansion investments.

The MBTA continues to collaborate with MassDOT and other state and regional partners to evaluate additional opportunities for expansion investments.

# Key Mentions from Public Comments

## Rapid Transit



Support for Green Line **E Branch accessibility and capacity improvements**

Support for **Red-Blue Connector** design funding and requests for full construction funding

Requests for **further extension of the Green Line** south to Hyde Square and north to Rt. 16

Requests for extension of the **Blue Line to Lynn**

Requests for funding to address State of Good Repair at **JFK/UMass** and **Porter Square**

Requests for future extension of the **Red and Orange Lines**

## Bus



Support for **bus electrification**

Support for **Arborway Bus Facility** design and requests for full construction funding

Support for **bus stop accessibility improvements**

Support for **transit priority infrastructure** and requests to fund additional projects

Requests for **increased frequency of bus service**

Requests for expansion of **Silver Line** service

## Commuter Rail



Support for a **sound study** near Readville Station and facility

Support for **Commuter Rail electrification** and requests for additional funding to accelerate this work

Requests for full construction funding to rehabilitate **South Attleboro, Lynn, Auburndale, West Newton, and Newtonville** Stations

Requests for **double tracking of the Greenbush Line** to support South Coast Rail service

Requests for **expansion of service** to Western MA, NH, and Cape Cod

## Systemwide / Other



Support for **increased transparency and engagement** around the capital program and **new format of the MBTA CIP**

Requests for improved rider communication, including **station wayfinding** and **rider alerts**

Requests to accelerate **fare technology upgrades** and **fare policy changes**

Requests for **return of Lynn ferry**

Requests for bus or rail service **linking North and South Stations**

Requests for a rapid transit service between **Salem and Peabody**

# Rapid Transit

Key Mentions and Responses



## Support for Green Line E Branch accessibility and capacity improvements

Thank you for supporting the E Branch Accessibility & Capacity Improvements (P0923) project. This investment includes improvements to surface track and stations on the E-Branch of the Green Line, extending from the Northeastern Station portal to Heath Street Station.

## Requests for further extension of the Green Line south to Hyde Square

Thank you for your feedback. Our current planning on the E Branch is focused on improving safety and accessibility of the existing corridor, however station and track work will be positioned with consideration of a future extension as described in Focus40.

Additionally, while the procurement of the new Type 10 vehicles is in its early stages, we will ensure that the new vehicle designs would be compatible with any future plans that may extend the Green Line to Hyde Square.

## **Requests for further extension of the Green Line north to Route 16**

Thank you for your interest in a Green Line extension north to Route 16. Unfortunately, the FY23-27 CIP does not include funding to support this specific initiative. The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system, the modernization of our assets and the strategic expansion of our network. The CIP is a rolling plan, updated annually, and the comments we received will help guide the development of future capital plans.

## **Support for Red-Blue Connector design funding and requests for full construction funding**

Thank you for supporting the Red-Blue Connector (P0866) project, which currently includes funds for the planning and initial design for the extension of the Blue Line from its current terminus at Bowdoin Station to Charles/MGH Station, connecting the Blue and Red Lines. The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system, the modernization of our assets, and the strategic expansion of our network. The CIP is a rolling plan, updated annually, and the comments we received will help guide the development of future capital plans.

## **Requests for extension of the Blue Line to Lynn**

Thank you for your interest in an extension of the Blue Line to Lynn. Unfortunately, the FY23-27 CIP does not include funding to support this specific initiative. The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system, the modernization of our assets and the strategic expansion of our network. The CIP is a rolling plan, updated annually, and the comments we received will help guide the development of future capital plans.

## **Requests for funding to address State of Good Repair at JFK/UMass Station**

Thank you for your request regarding improvements at the JFK/UMass Station. Safety is the MBTA's top priority and there are over 450 safety related projects in the FY23-27 CIP, including over 230 projects that will inspect, repair, and upgrade the MBTA's assets.

These projects include ongoing initiatives to inspect, identify, and address safety and station needs in the CIP, such as Urgent Response On-Call - Stations and Facilities (P1120), Systemwide Facility Needs (P1024), and Systemwide Asset Management Program Phase 4 (P1139).

The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system and the modernization of our assets. We appreciate your feedback as we work to advance critical projects that ensure rider and workforce safety.

## **Requests for funding to address State of Good Repair at Porter Square Station**

Thank you for your request regarding improvements at the JFK/UMass Station. Safety is the MBTA's top priority and there are over 450 safety related projects in the FY23-27 CIP, including over 230 projects that will inspect, repair, and upgrade the MBTA's assets.

These projects include ongoing initiatives to inspect, identify, and address safety and station needs in the CIP, such as Urgent Response On-Call - Stations and Facilities (P1120), Systemwide Facility Needs (P1024), and Systemwide Asset Management Program Phase 4 (P1139).

The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system and the modernization of our assets. We appreciate your feedback as we work to advance critical projects that ensure rider and workforce safety.

## **Requests for future extension of the Red and Orange Lines**

Thank you for your interest in the future extension of the Red and Orange Lines. Unfortunately, the FY23-27 CIP does not include funding to support this specific initiative. The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system, the modernization of our assets and the strategic expansion of our network. The CIP is a rolling plan, updated annually, and the comments we received will help guide the development of future capital plans.

## **Requests for rapid transit service between Salem and Peabody**

Thank you for your request to establish transit service between Salem and Peabody. Unfortunately, the FY23-27 CIP does not include funding to support this specific initiative. The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system, the modernization of our assets and the strategic expansion of our network. The CIP is a rolling plan, updated annually, and the comments we received will help guide the development of future capital plans.

# Bus

## Key Mentions and Responses



### Support for bus electrification

Thank you for supporting the electrification of the bus system.

The CIP supports the MBTA's [Bus Electrification Strategy](#), which seeks to achieve full bus fleet electrification by 2040. It includes investments aligned with the 2027 goals of the Bus Electrification Strategy, including modernization of three bus facilities to provide facility capacity to electrify 30% of our fleet, and the ongoing conversion of our bus fleet to zero emissions technology.

The CIP includes a number of projects focused on modernizing our bus facilities and procuring battery-electric buses (BEBs), including but not limited to: Quincy Bus Facility Modernization (P0671a), Arborway Bus Facility - Design Funding (P0671b), North Cambridge Bus Facility Retrofit (P0671c), and Procurement of 40ft Battery Electric Buses and Related Infrastructure (P0653).

### Support for Arborway Bus Facility design and requests for full construction funding

Thank you for supporting the Arborway Bus Facility - Design Funding (P0671b) project, which provides design funding to support a new Arborway bus facility that will accommodate battery electric bus (BEB) infrastructure.

The MBTA remains committed to the targets outlined in the [Bus Electrification Strategy](#), as we sustain an unprecedented level of investment focused on the safety, reliability, and modernization of our network. We appreciate your feedback regarding these planned investments, and your support as we work to advance critical projects that ensure rider and workforce safety.

## **Support for bus stop accessibility improvements**

Thank you for supporting the MBTA's work to improve bus stop accessibility. Over \$24M in programmed investments included in the CIP will improve accessibility through new sidewalks, curbing, accessible landing pads, crosswalks, pavement markings, curb ramps, pedestrian traffic signals, and other features.

Project highlights include Bus Route Safety and Service Improvements (P0044), Bus Priority and Accessibility Improvements (P0613), and Bus Stop Accessibility Improvements (PATI Phase 3) (P1109).

## **Support for transit priority infrastructure and requests to fund additional projects**

Thank you for supporting the implementation of bus transit priority. The CIP includes six projects directly focused on transit priority, often with transit signal priority as a specific component. With roughly \$24M in programmed investments, project highlights include Transit Signal Priority Implementation (P0562), Bus Priority Project Construction (P1113), and Bus Network Redesign Implementation (P0916). We appreciate your feedback regarding these planned investments, and the comments we received will help guide the development of future capital plans as we update the CIP annually.

## Requests for increased frequency of bus service

We appreciate your request for increased bus service frequency. The CIP includes 63 bus-focused projects with a programmed spend of over \$1B. This includes but is not limited to, 15+ projects focused on bus right-of-way improvements — bus lanes, “shared streets” improvements, transit signal priority, among others — and 20+ projects focused on the procurement and overhaul of the bus fleet. These investments seek to improve the reliability and frequency of bus service, modernize our fleet and facilities, and advance the targets of the MBTA’s [Better Bus Project](#) and [Bus Network Redesign](#).

## Requests for expansion of Silver Line service

Thank you for your interest in the expansion of Silver Line service. Currently, MassDOT’s Office of Transportation Planning, in coordination with the [MBTA’s Bus Network Redesign team](#), is analyzing alternatives for extending Silver Line service from Chelsea into Everett and neighboring communities, as well as improving transit connections in Somerville, Cambridge, and Boston. The analysis is expected to be completed this fall. To find out more, please refer to the [Silver Line Extension \(SLX\) Alternative Analysis webpage](#).

# Commuter Rail

## Key Mentions and Responses



### **Support for Commuter Rail electrification and requests for additional funding to accelerate work**

Thank you for supporting the electrification of the Commuter Rail system.

The CIP supports the MBTA's commitment to the first phase of Regional Rail Transformation as defined by the Fiscal Management and Control Board in 2019: to deliver electrified service to the Providence/Stoughton Line, Fairmount Line, and Environmental Justice Corridor (the Boston North Station to Beverly section of the Rockport Line).

To this end, the CIP includes projects focused on completing necessary technology and planning studies, funds to support future fleet procurements of battery-electric or multi-mode rolling stock, and “no regrets” capital investments which will provide customer benefits regardless of technology choice, including but not limited to: Rail Transformation – Early Action Items (P0940), Rail Transformation Planning Studies (P0934), and Future Rolling Stock Fleet (P0918).

### **Support for a sound study near Readville Station and facility**

Thank you for your support regarding a sound study near Readville Station and the nearby Commuter Rail maintenance facility. The Commuter Rail Facilities State of Good Repair (P1144) project includes funding to complete a sound study at Readville.

## **Requests for full construction funding to rehabilitate South Attleboro Station**

Thank you for your interest in the rehabilitation of South Attleboro Station. The CIP includes design funding for a new South Attleboro Station, as part of the South Attleboro Station Improvements (P0178) project.

The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system, and the modernization of our assets. The CIP is a rolling plan, updated annually, and the comments we received will help guide the development of future capital plans.

## **Requests for full construction funding to rehabilitate Lynn Station**

Thank you for your interest in the rehabilitation of Lynn Station. The Lynn Station Improvements Phase II (R0071) project is funded for full construction in the CIP. This includes reconstruction of the existing station, demolition of the parking garage, and creation of new surface-level parking.

### **Requests for full construction funding to rehabilitate Auburndale, West Newton, and Newtonville stations**

Thank you for your interest in the rehabilitation of these stations. The CIP includes design funding for Auburndale, West Newton, and Newtonville Stations as part of the Newton Commuter Rail Stations Design (P0170) project. The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system, and the modernization of our assets. The CIP is a rolling plan, updated annually, and the comments we received will help guide the development of future capital plans.

### **Requests for double tracking of the Greenbush Line to support South Coast Rail service**

Thank you for your interest in the double tracking of the Greenbush Line. The Rail Transformation - Early Action Items (P0940) project, currently in planning, focuses on the evaluation of various early action efforts to support Rail Transformation, including the addition of track to enable hourly all day service on the Greenbush Line while accommodating South Coast Rail.

## **Requests for expansion of service to Western Massachusetts**

Thank you for your request to expand service to Western Massachusetts. Unfortunately, the FY23-27 CIP does not include funding to support this specific initiative. The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system, the modernization of our assets and the strategic expansion of our network. The CIP is a rolling plan, updated annually, and the comments we received will help guide the development of future capital plans.

## **Requests for expansion of service to New Hampshire**

Thank you for your interest in expansion of service to New Hampshire. Unfortunately, the FY23-27 CIP does not include funding to support this specific initiative. The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system, the modernization of our assets and the strategic expansion of our network. The CIP is a rolling plan, updated annually, and the comments we received will help guide the development of future capital plans.

## **Requests for expansion of service to Cape Cod**

Thank you for your request to expand service to Cape Cod. Unfortunately, the FY23-27 CIP does not include funding to support this specific initiative. The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system, the modernization of our assets and the strategic expansion of our network. The CIP is a rolling plan, updated annually, and the comments we received will help guide the development of future capital plans.

# Systemwide / Other

Key Mentions and Responses



## Requests for the return of Lynn ferry service

Thank you for your interest in the return of the Lynn ferry route. Unfortunately, the FY23-27 CIP does not include funding to support this specific initiative. The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system, the modernization of our assets and the strategic expansion of our network. The CIP is a rolling plan, updated annually, and the comments we received will help guide the development of future capital plans.

## Requests to accelerate fare technology upgrades and fare policy changes

The Fare Transformation (P0265) project in the CIP is a multi-year, multi-faceted program designed to transform the ticketing experience of MBTA riders, improve transit travel time reliability, expand fare product options, provide future fare policy flexibility, and improve the reliability of MBTA fare assets. As part of the program, the MBTA will be upgrading and replacing its fare collection technology, launching new self-service options (including allowing riders to pay for all trips with a phone or other mobile device), and implementing new fare policies designed to enhance equity and fare revenue recovery.

We appreciate your feedback regarding these planned investments and your support as we work to advance critical projects that ensure rider and workforce safety and improve service quality and access.

## **Requests for rail or bus service linking North and South Stations**

Thank you for your interest in bus or rail service linking North and South Stations. Unfortunately, the FY23-27 CIP does not include funding to support this specific initiative. The MBTA continues to sustain an unprecedented level of investment focused on the safety and reliability of our system, the modernization of our assets and the strategic expansion of our network. The CIP is a rolling plan, updated annually, and the comments we received will help guide the development of future capital plans.

## **Requests for improved rider communication, including station wayfinding and rider alerts**

Thank you for your feedback regarding improved rider communication, wayfinding, and rider alerts.

In the CIP, there are more than 10 projects that include wayfinding upgrades and improvements related to wayfinding signage and technology. Additionally, projects such as Rider Service Alerts Resiliency and Improvements (P0689o) and Green Line E Ink Sign Deployment (P0910) focus on providing improved real-time information to riders.

We appreciate your feedback regarding these planned investments and the comments we received will help guide the development of future capital plans as we update the CIP annually.

## **Support for increased transparency and engagement around the capital program and new format of the MBTA CIP**

Thank you for expressing your support for the new format of the CIP and our public engagement process. The release of the MBTA FY23-27 CIP is part of our commitment to improve communication and transparency around the Authority's capital program.

Our goal with this new format was to provide our riders with an understanding of our capital investment priorities, the investment programs related to these priorities, and how these investments relate to the T's multiple transit services. We have also provided project descriptions and investment details for all 555 projects included in the FY23-27 CIP as part of our commitment to increased transparency.

The CIP is a rolling plan, updated annually, and we intend to further strengthen the format of this document each year. We appreciate your feedback and will continue to rely on the comments we have received from the public to guide the development of future capital plans.