



Massachusetts Bay Transportation Authority

GM Report

Steve Poftak, MBTA General Manager

September 29, 2022

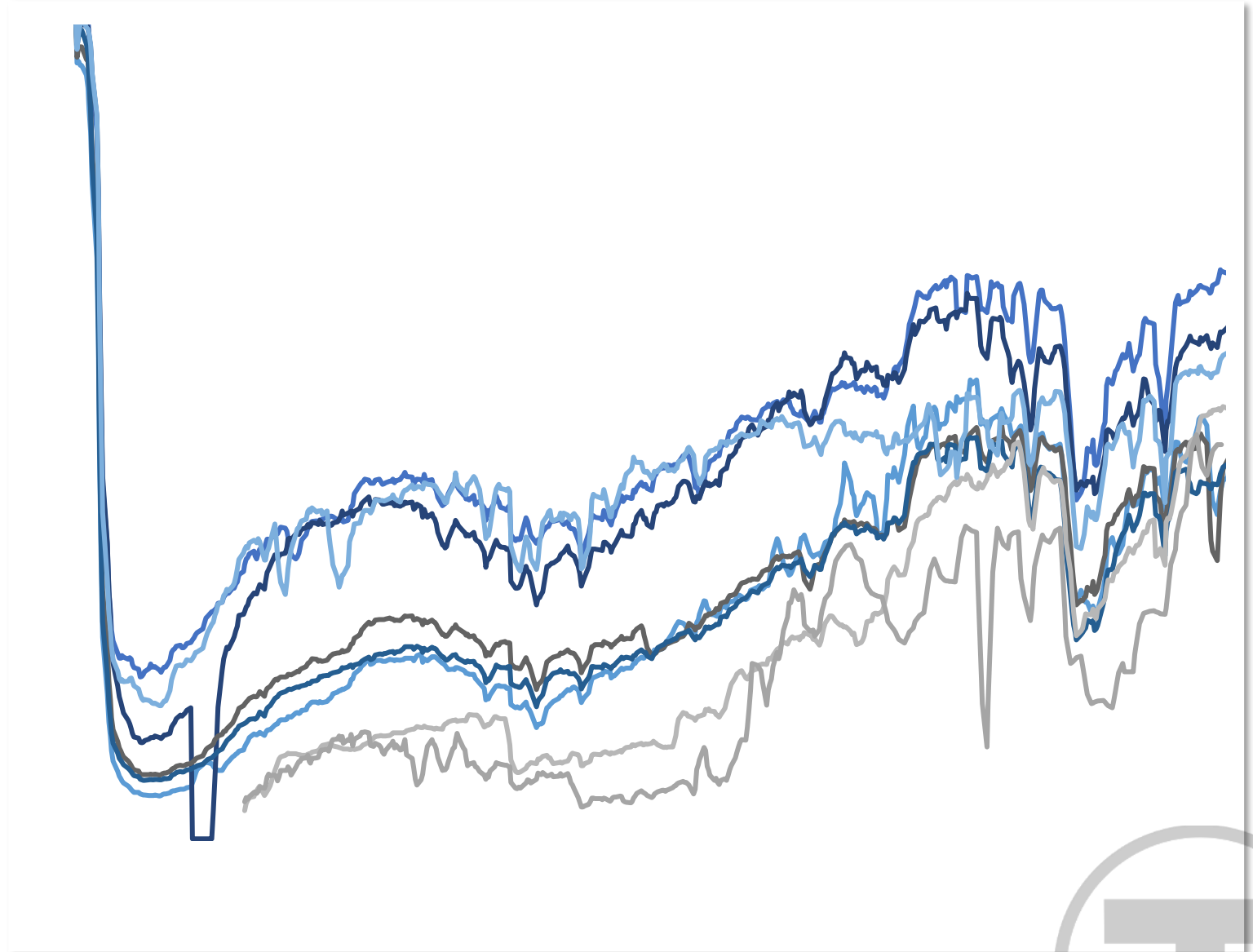


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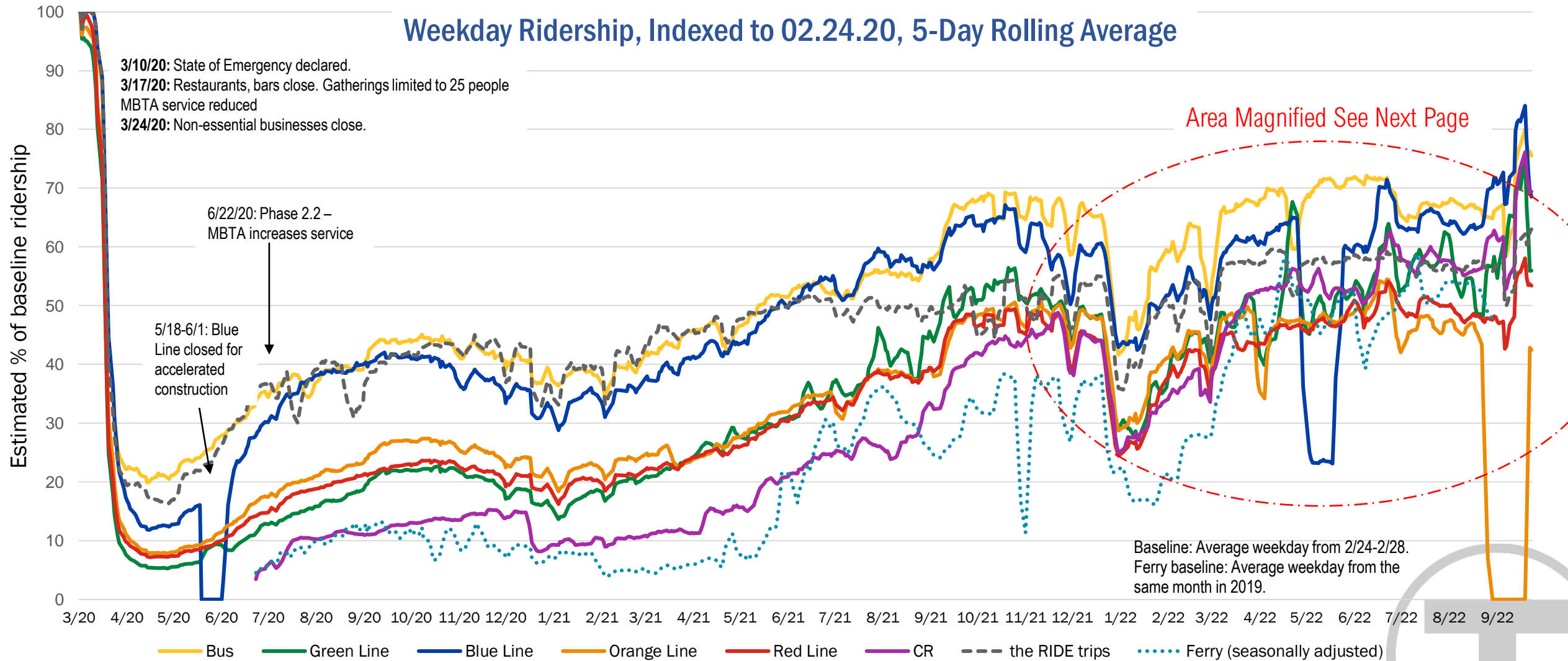
- Ridership
 - Standard charts
 - Ridership observations during Orange Line shutdown
- Orange Line Surge Successfully Completed On Schedule
- Orange Line & Red Line Car Updates, *DGM Gonneville*
- Commuter Rail New Electronic Fare Gates
- New CharlieCard Store & Improved Website Access
- 46th MBTA Bus Rodeo, Sept. 18



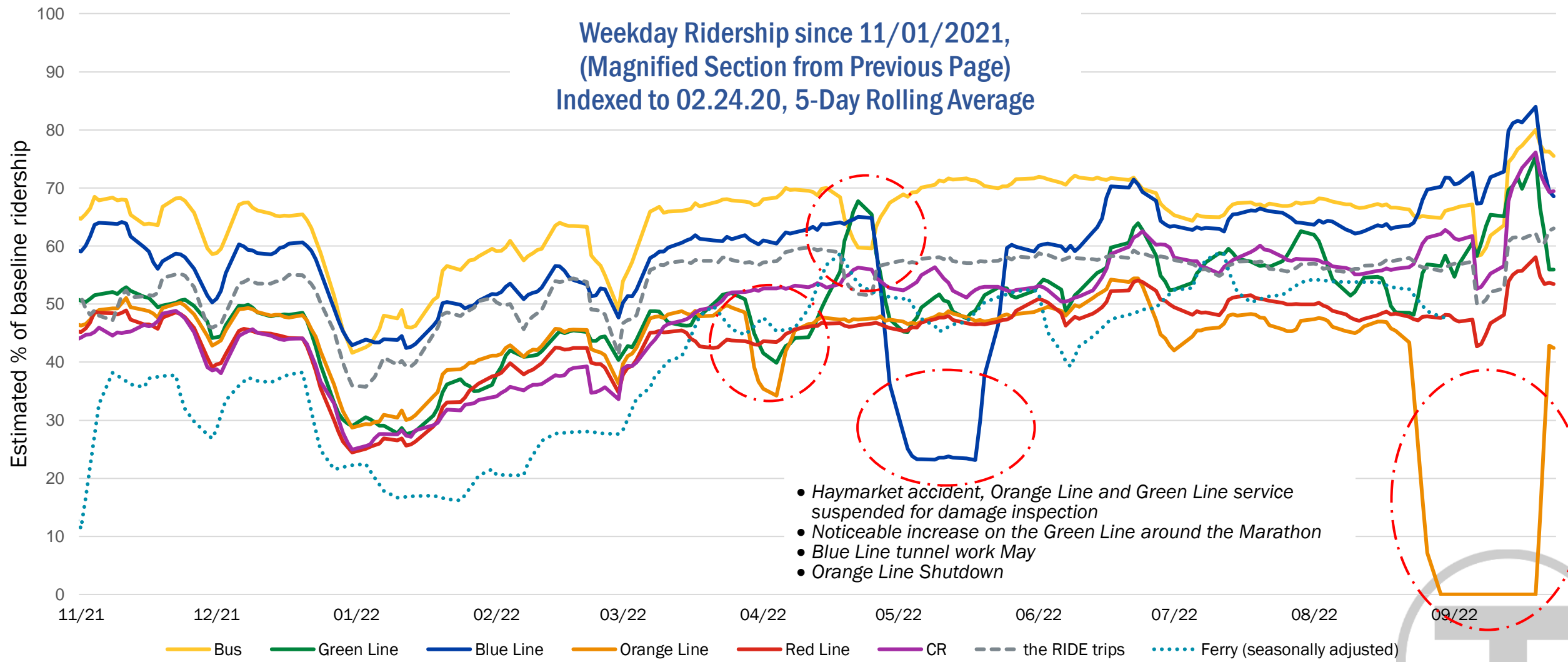
Ridership



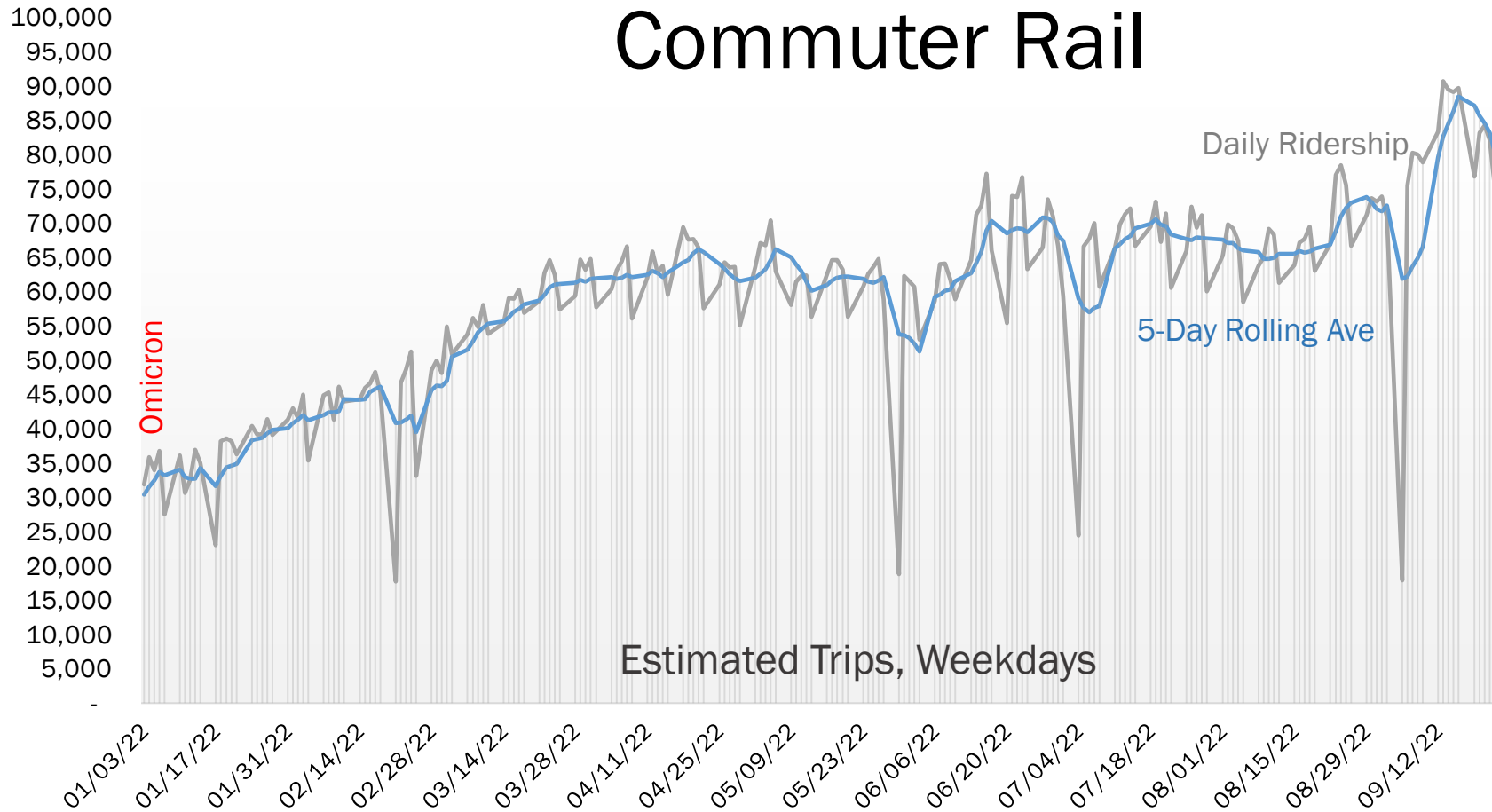
Pandemic Impact - Ridership Trend



Pandemic Impact - Ridership Trend



Commuter Rail

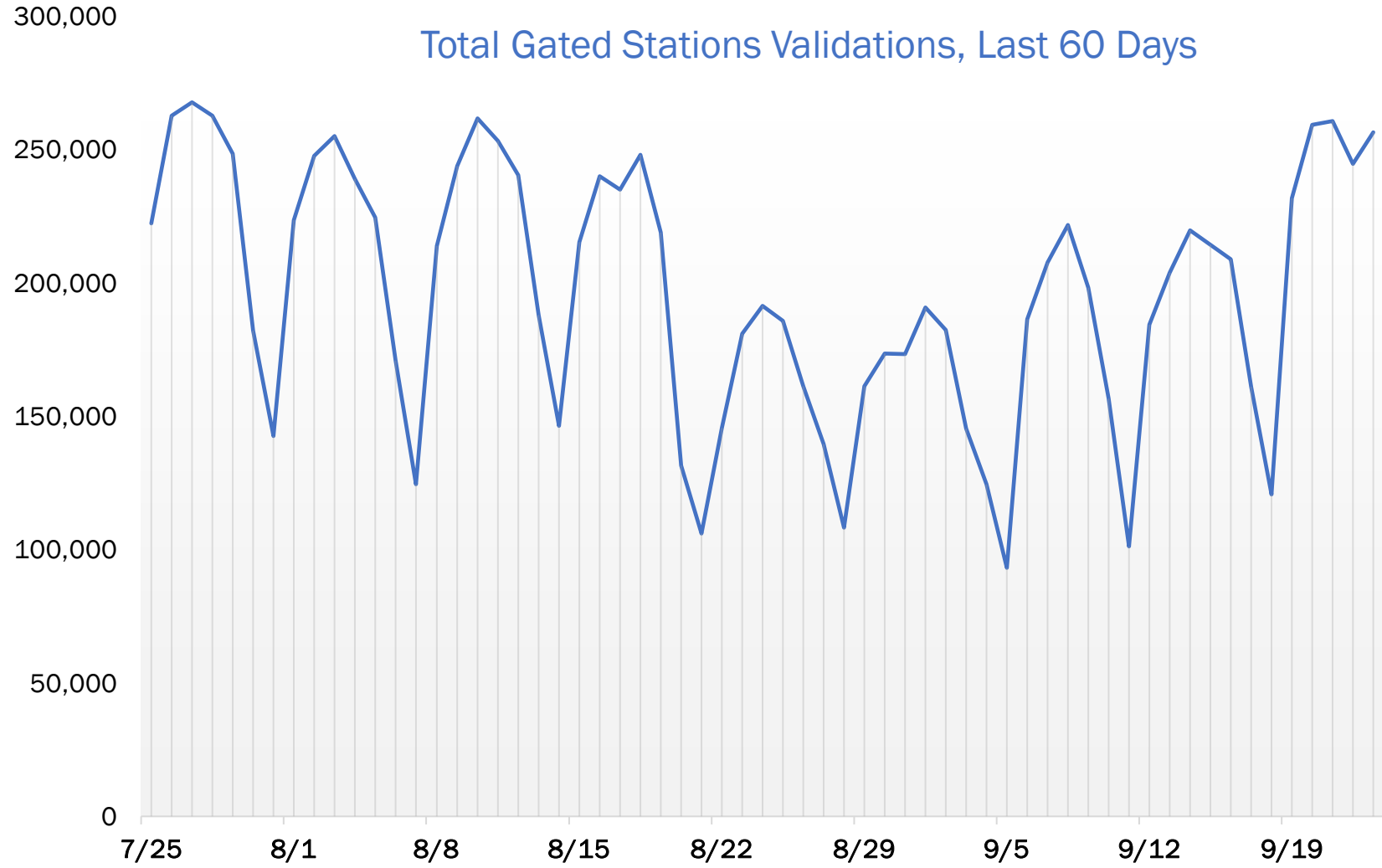


COMMUTER RAIL LINE	Estimated Daily Ridership, Weekdays Sep 19-23, 2022	Estimated % of 2018 Weekday CTPS Counts
Fairmount	2,404	91%
Fitchburg	5,373	58%
Framingham/Worcester	11,044	59%
Franklin	8,938	77%
Greenbush	2,685	44%
Haverhill	6,360	89%
Kingston/Plymouth	3,757	62%
Lowell	5,912	54%
Middleborough/Lakeville	4,664	68%
Needham	4,970	74%
Newburyport/Rockport	7,179	48%
Providence/Stoughton	17,043	66%

- CR ridership averaged about 80K trips last week, aprox 9% lower than the previous week.
- CR ridership was lower across lines parallel to the OL: Needham (-31%), Haverhill (-28%), Greenbush (-16%), Fairmount (-13%). (Fare checking commenced upon OL re-opening).
- However, **ridership on all CR lines remains above where it was prior to the OL surge**. In particular:
 - Average daily ridership on the **Worcester line was 10% higher** than it was the week before the surge.
 - Average daily ridership on the **Greenbush line was 29% higher** than it was the week before the surge.



Gated Rapid Transit Stations



- Subway gates averaged 251K validations per weekday last week.
- This is **22% higher than the previous week** (comparing Mon-Fri).
- ...driven by the reopening of the Orange Line.

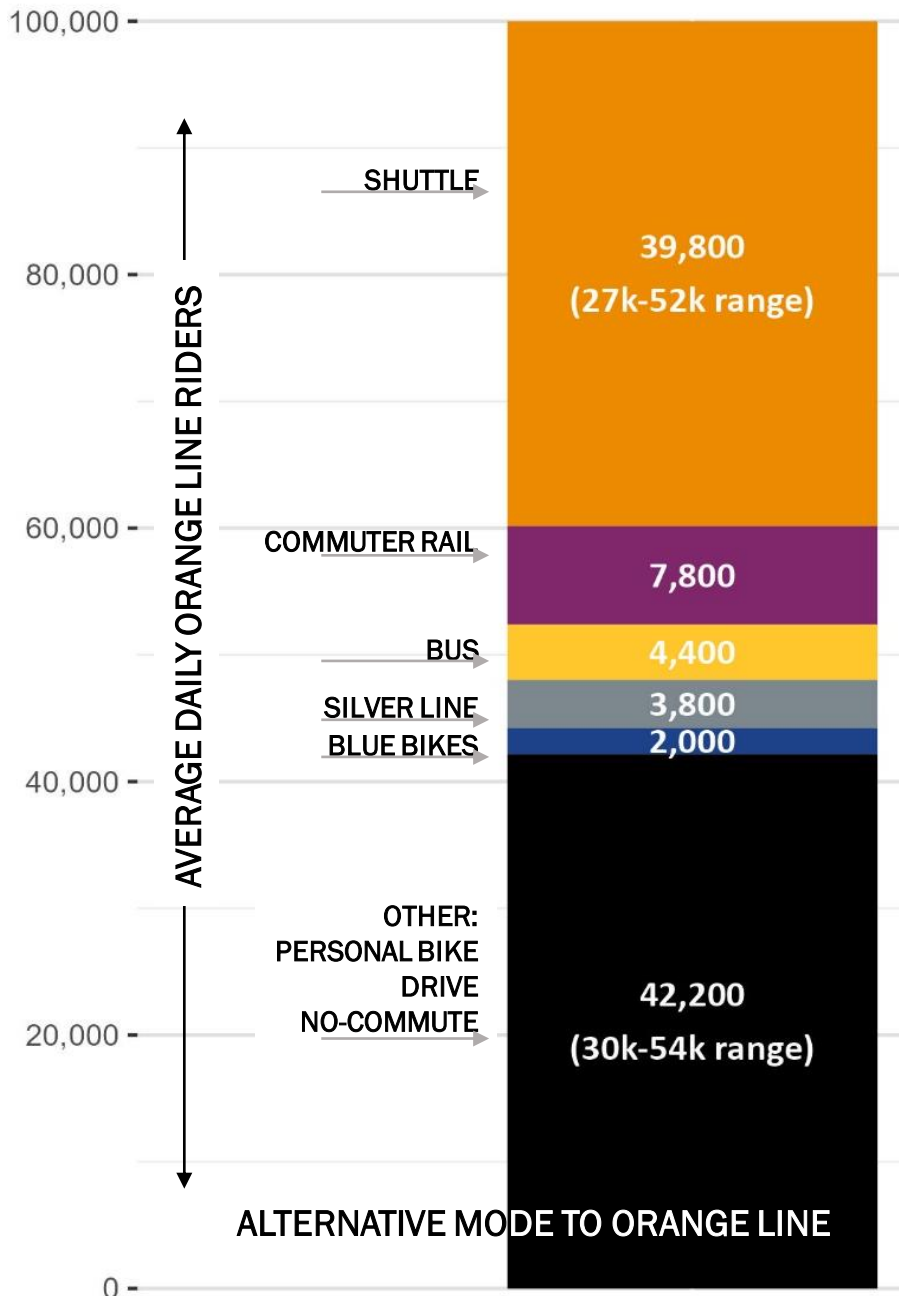
CHANGE IN VALIDATIONS 08/2019 vs 09/19-09/23 2022 weekday average	
Blue	- 38%
Green	- 48%
Orange	-60%
Red	- 49%
Total Gated Stations	- 51%

Orange Line Shutdown Ridership Impact

August 19 – September 18, 2022



Orange Line Ridership Alternatives During Closure



Shuttle ridership is estimated to have captured about 40% of typical weekday OL ridership.

An increase in passengers on Commuter Rail lines providing parallel service to the OL accounts for about 8% of typical weekday OL ridership.

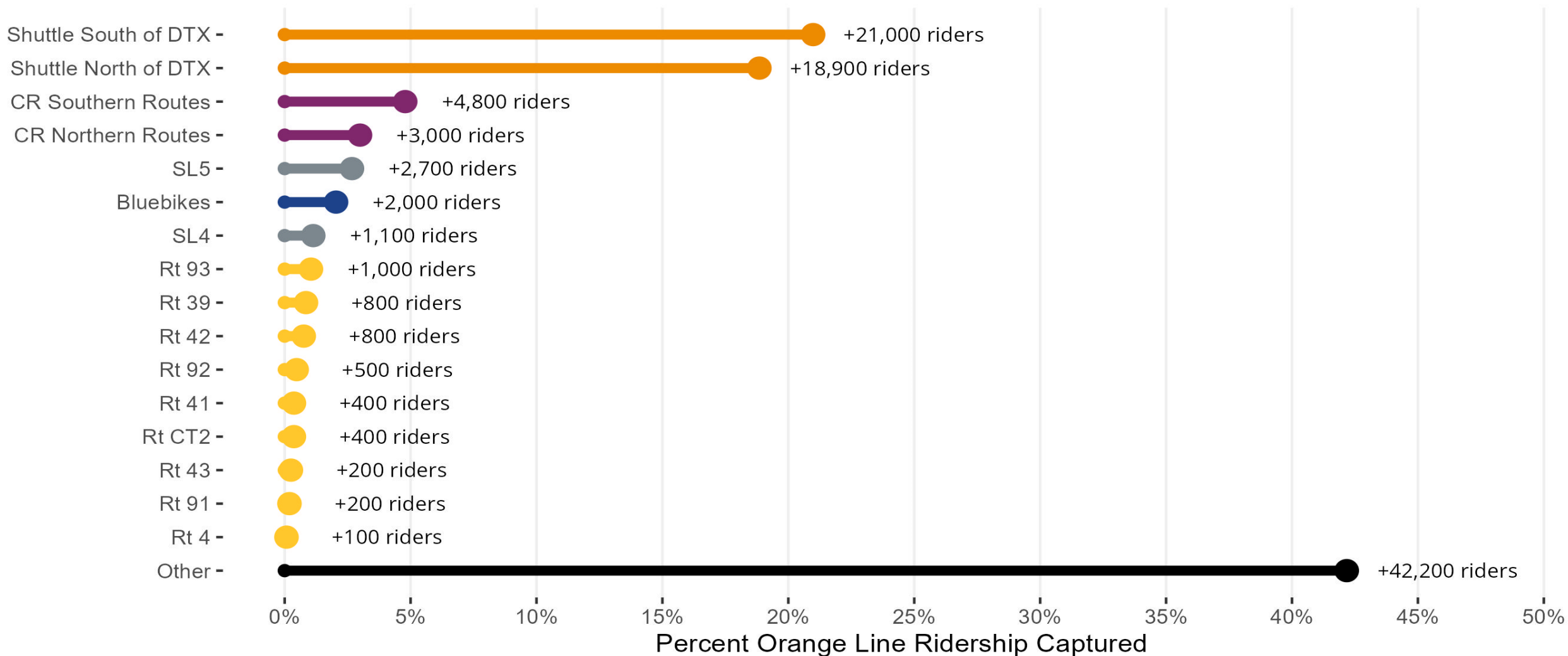
Other MBTA Bus routes accounted for a similar amount to Commuter Rail, ~8%.

About 42% of typical OL ridership are unaccounted for. They likely drove, used their own bikes, walked, or did not take a trip during the closure.

See next page for view of specific routes.



Orange Line Ridership Alternatives During Closure





Completed on Schedule

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% **100%**

Orange Line 30-Day Surge

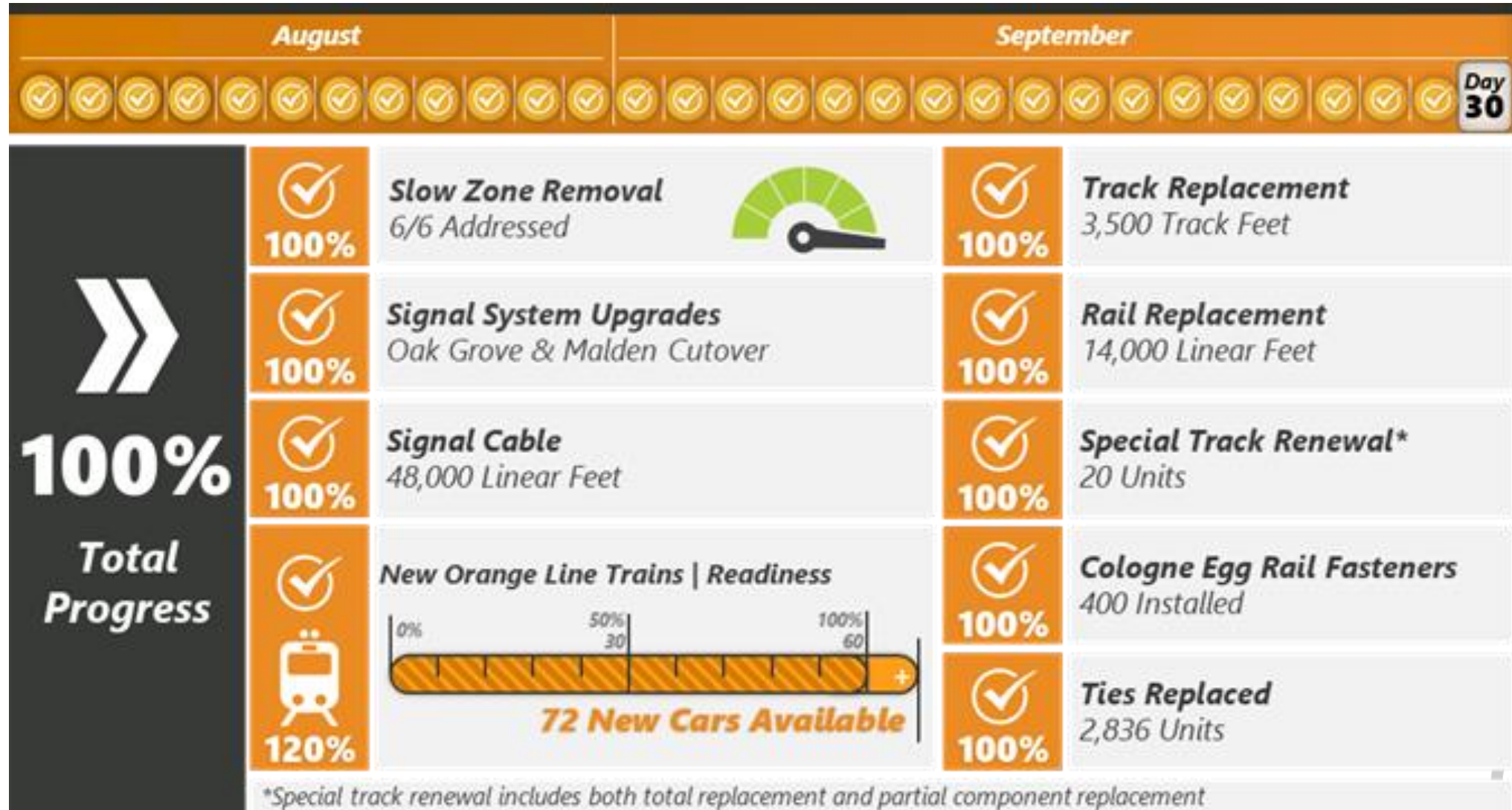
Service Resumed - September 19, 2022

Prepared by Capital Transformation (CT)



**Service
Resumed
On Schedule
September 19
*with All New
Orange Line
Vehicles***

Service Resumed as Planned, Sept. 19: All Work Complete.



Amplifying Results Leveraging Surge for Opportunity Projects

+ *27 Additional projects were advanced during the Orange Line Surge*

20

*Opportunities Advancing
State of Good Repair*



3

*Opportunities Enhance
Accessibility*



4

*Opportunities Improving
Rider Experience*



Opportunities: Safety & State of Good Repair



Tufts Station *Standpipe Replacement*

Replacement of fire suppression system within station



North Station *Security Cameras*

Testing of station generators and identification of additional emergency lighting needs



Wellington Station *Power Vault*

New infrastructure so third rail power will be delivered more reliably



Systemwide *Southwest Corridor Signals*

Placement of 48,000 feet of cable supports implementation of new digital signal system



Jackson Square *Expansion Joint Inspection*

Identification of leaks to help prevent future water incursion into tunnel



Systemwide *Drainage Cleaning*

Vacuuming of drainage troughs will help prevent tracks from flooding during storms



Opportunities: Accessibility & Rider Experience

Enhancing Accessibility



Oak Grove Station
Accessibility Upgrades

Advanced accessibility improvements, including elevator work and installation of new station floors



Ruggles Station
Tactile Replacement

Repaired and replaced tactile strips to assist the visually impaired on platforms



State Street Station
Lobby Core Sample

Took core samples to provide a better understanding of what will be required to implement planned station accessibility improvements

Improving Rider Experience



Downtown Crossing Station
Station Improvements

Station improvements included lighting, bench, and flooring upgrades



Forest Hills Station
Stairway Improvements

Refurbished stair treads to Forest Hills platform



Massachusetts Ave Station
Interior & Exterior Station Repairs

Replaced wayfinding signage to better guide riders



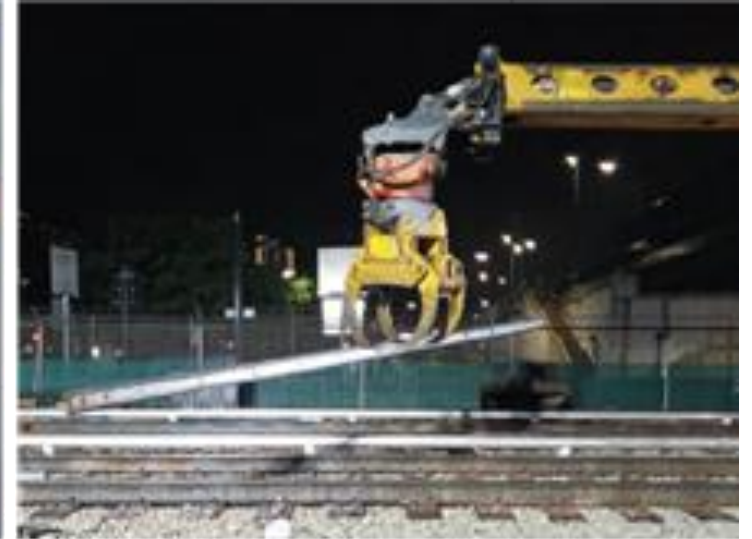
Ongoing OL Improvements



***Full Right of Way Modernization
on Southwest Corridor***



***New Signal System
Across Orange Line***



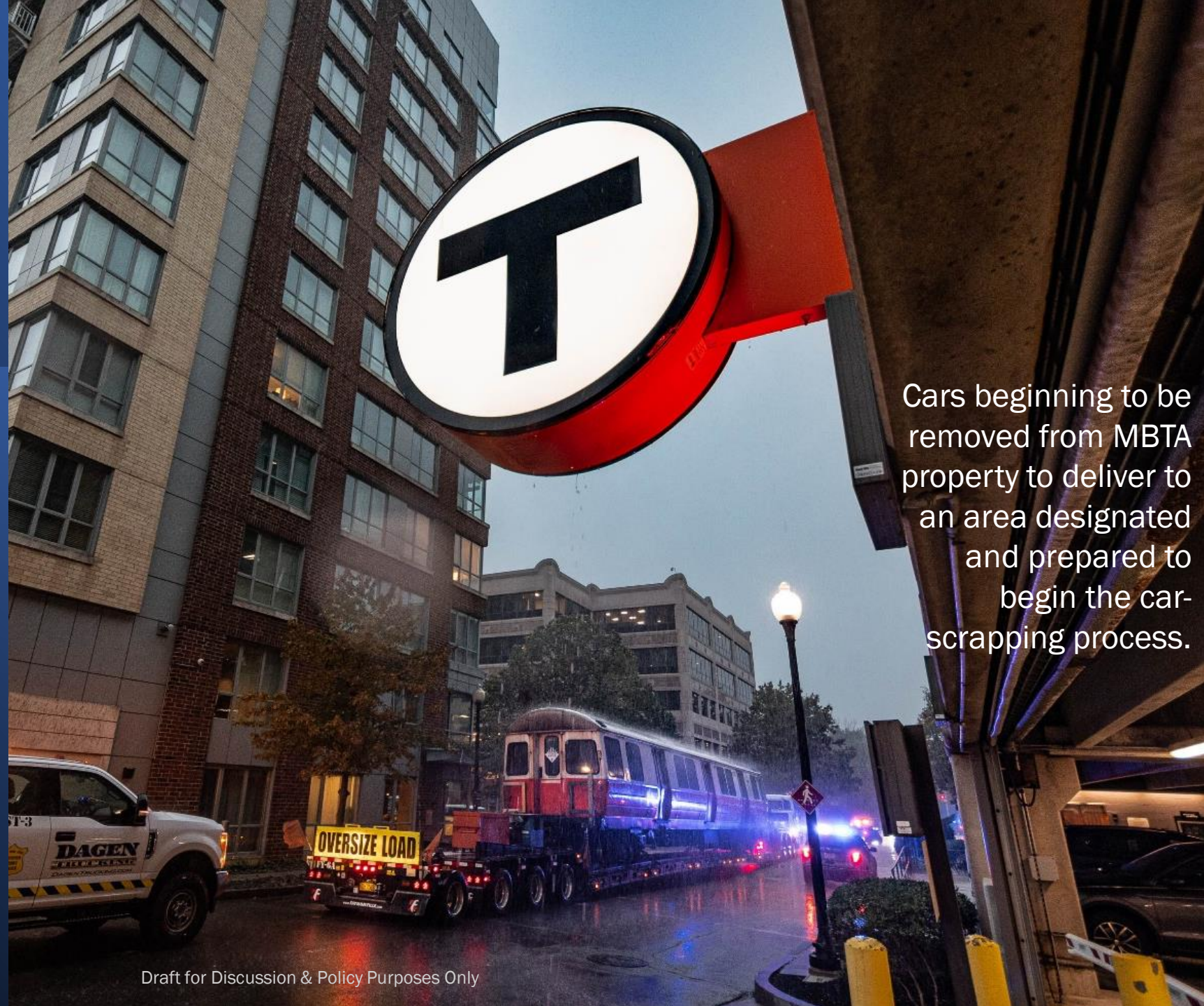
***Maintenance of Way Construction
to Achieve a State of Good Repair***



*1200 Series Scrapping
Program began Sept. 22,
2022 (Cars 1238-39)*

Thank you to
the **Wellington
Car House** for
maintaining
these cars for
more than
thirty years.

Cars beginning to be
removed from MBTA
property to deliver to
an area designated
and prepared to
begin the car-
scrapping process.



Car-Scrapping Process

- #12 cars are being decommissioned by the Authority.
- Up to 120 orange line cars are scheduled to be scrapped as the new CRRC #14 cars are introduced into service.
- Twenty cars have been identified and prepared to start the scrapping process.
- First, hazardous materials need to be removed (non-friable asbestos).
 - Floor covering.
 - Sound deadening material
 - Caulking.
 - Undercoating/paint.
- Material will be collected/disposed of according to State DEP requirements.
- Scrapping schedule is based on Costello's processing abilities and on the CRRC's new car delivery.



OL & RL Car Updates

DGM Gonneville



Current Status

DELIVERY

- Orange Line: 78 cars have been delivered to Wellington car house.
- Red Line: 12 Cars have been delivered to Cabot car house

PRODUCTION

Car manufacturing continues at both CRRC China and Springfield MA facilities.

- Orange Line: 152 car shells have been produced. 78 are on site at Wellington car house, 40 are in the production line in Springfield, 28 are stored in Springfield waiting to enter production, and 6 are in transit from CRRC China.
- Red Line: 32 car shells have been produced. 12 are on site at Cabot car house, 6 are in the production line in Springfield, and 14 are stored in Springfield waiting to enter production.



OL Car Shell
#152 Completed
January 2022

Schedule Challenges



CRRC's current schedule

Completion of Orange line car delivery (152 cars) – 17 months late

- Contractual Delivery Requirement: January 2022
- Current CRRC Schedule: Summer 2023

Completion of Red line car delivery (252 cars) – 21 months late

- Contractual Delivery Requirement: September 2023
- Current CRRC Schedule: Summer 2025

CRRC has primarily focused production in Springfield on Orange Line fleet.



Schedule Challenges

Springfield facility is responsible for “Final Assembly” of cars. (Installation of interior, wiring, wheels, motors, controls, etc.)



- Majority of project delays caused by production issues at CRRC's new Springfield facility
- Production delays began before Covid-19. Pandemic related impacts compounded delays.
- Current manufacturing issues now include:
 - Sub-component supply chain manufacturing
 - Materials availability
 - Employee levels and retention
 - Quality Assurance



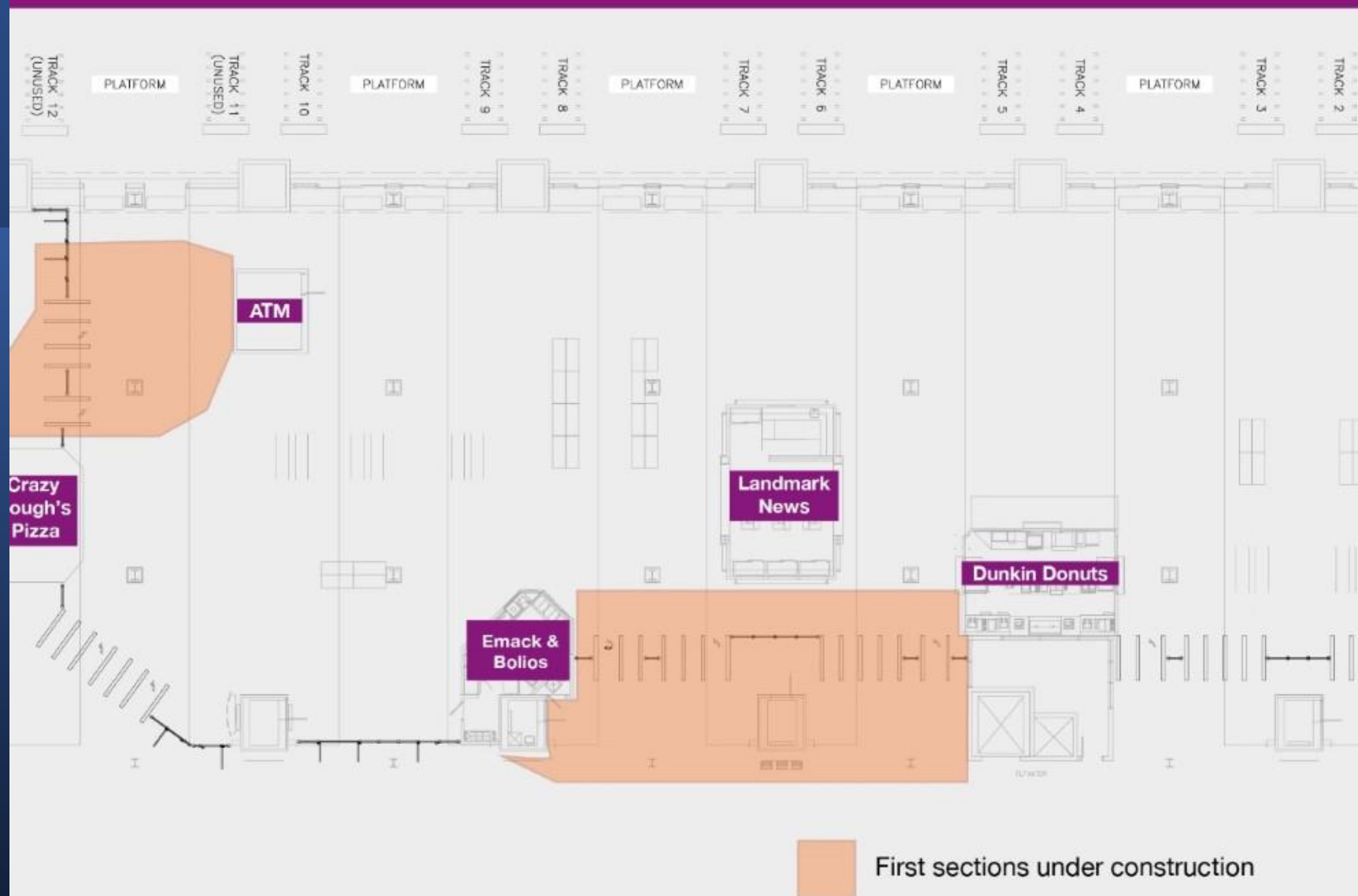
MBTA's Response

- The Authority is actively managing and monitoring CRRC to assist with production output improvements.
- Holding quarterly senior level meetings with Secretary of Transportation, GM, CRRC Chairman and CRRC senior management – to identify challenges and corrective actions in order to stabilize production.
- Embedded MBTA representatives and staff in Springfield.
- Holding daily meetings and oversight to proactively identify and mitigate “bottlenecks.”
- GM leading biweekly internal multidepartment steering committee to review project status.
- Proactively identifying and resolving quality findings in Springfield to deliver vehicles that are ready to run, ready for acceptance testing.
- Auditing each production station with CRRC, cooperatively working toward process improvements.
- Continuously analyzing in service performance of the vehicles to continually improve production quality.
- The T’s contract with CRRC has \$500/day per car delivery delay damages.



North Station Concourse

Commuter Rail
to Begin
Operating New
Electronic Fare
Gates at North
Station,
October 1



Draft for Discussion & Policy Purposes Only



- Part of the MBTA's [fare transformation program](#), [new electronic fare gates](#) will begin operation on North Station's concourse, Saturday, October 1, 2022.
- Passengers will need a ticket to enter and exit the gated area at North Station.
- This program launches at [North Station](#), and subsequently fare gates will also be installed at [South](#), and [Back Bay](#) stations.
- Electronic fare gates **streamline Commuter Rail fare collection**.
- They deliver on MBTA's commitment to **prevent fare avoidance** on the Commuter Rail system.
- Electronic fare gates create a **more consistent fare-paying experience for MBTA riders**.
- Electronic fare gates mean collecting **more accurate ridership data** for the Commuter Rail, which will inform operations and **guide future investments in the system**.



North Station Electronic Fare Gates



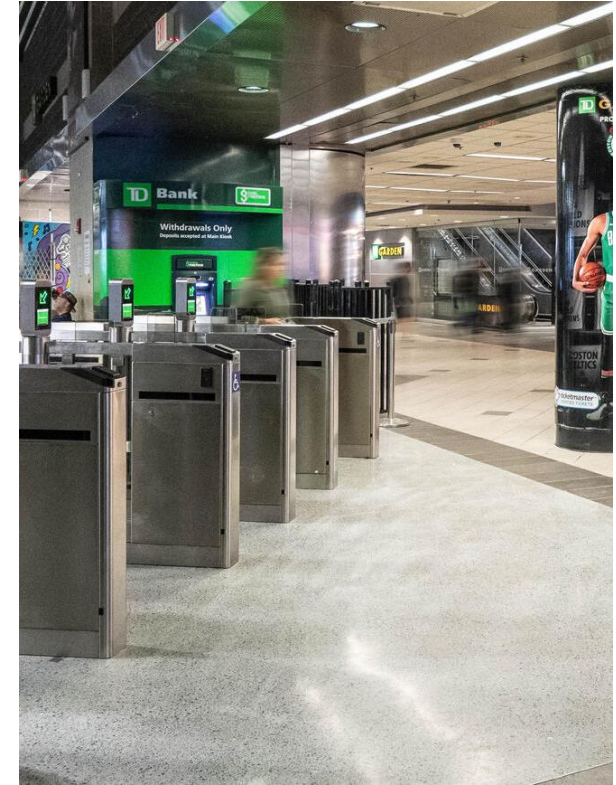
Up-close look at entry fare gate in North Station (September 2022)



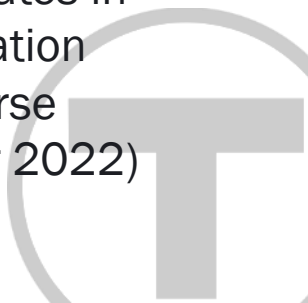
New fare gates in North Station concourse (September 2022)



Rider using tappable ticket on new fare gate in North Station (September 2022)



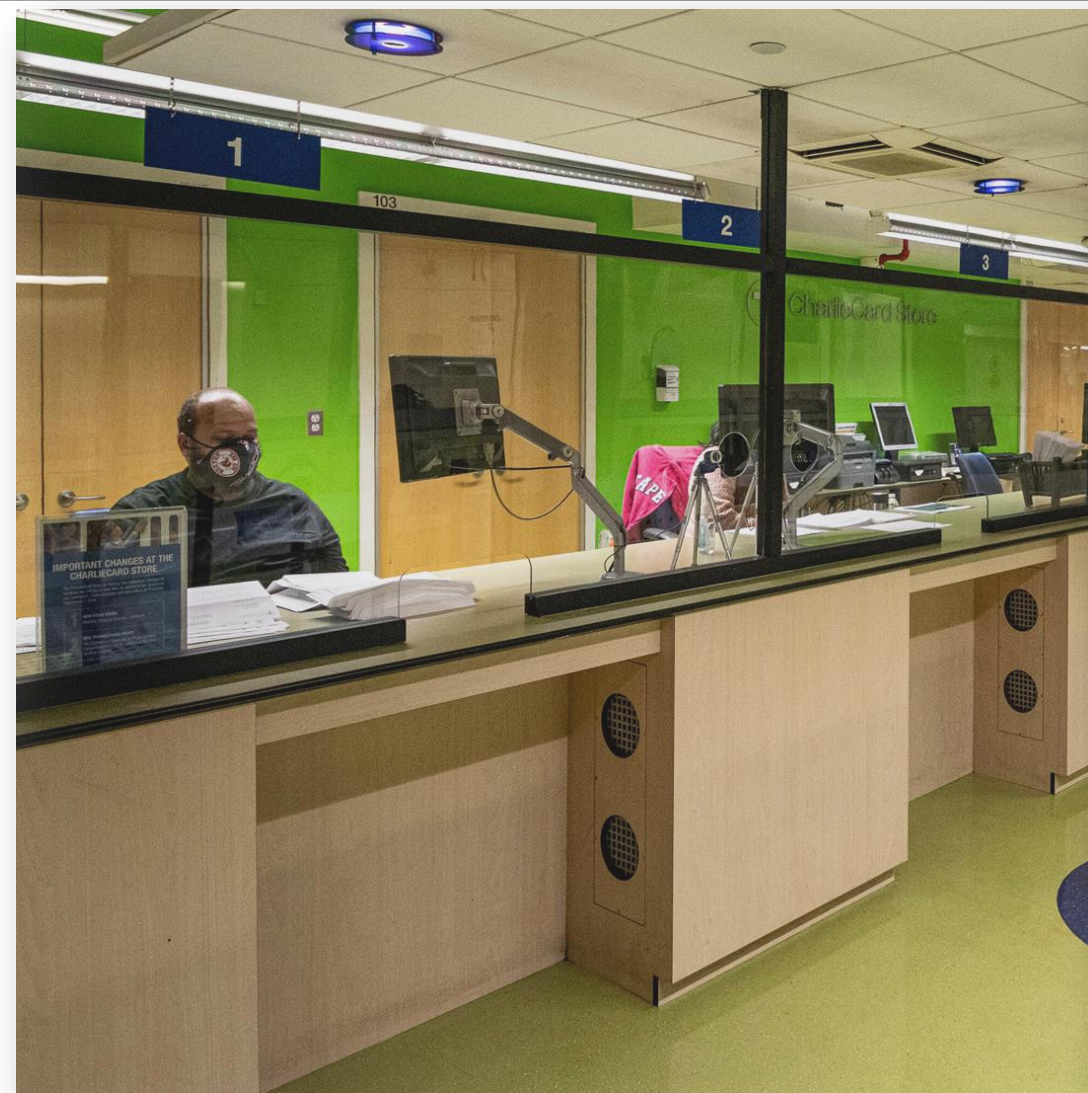
New fare gates in North Station concourse (September 2022)



CharlieCard Store Reopens Improved Website Access



CharlieCard Store Reopens with Increased Walk-in Hours



Effective September 19, the CharlieCard Store will reopen with increased walk-in hours.

Monday

8:30 AM – 12:15 PM

Tuesday – Friday

8:30 AM – 5 PM

Appointments only

Limited appointments available for Senior, TAP, and Blind Access CharlieCard services.

[Schedule an appointment](#)

All transactions

Riders can visit the CharlieCard store to:

- Request a Senior, TAP, or Blind CharlieCard
- Replace a lost, expired, or damaged card
- Make deposits to RIDE accounts

[How to book your appointment](#)

On the MBTA Website

CharlieCard Store Improved Website Access

MBTA Launches Online Applications for TAP and Blind Access Customers (09.26.2022)

People with disabilities and people who are legally blind can now apply for free/reduced MBTA fares online.

- People with disabilities and who are legally blind **can now apply for free/reduced MBTA fares online**. People with disabilities (incl. low vision) and Medicare cardholders are eligible for reduced MBTA fares with a TAP CharlieCard. People who are legally blind are eligible for free MBTA fares with a Blind Access CharlieCard.
- Current free/reduced fare riders **can renew or replace their CharlieCards online**.
- The T **now accepts online applications** for these free/reduced fare programs: Blind Access, TAP, Senior, Youth Pass.
- Riders will still be able to apply in-person at the CharlieCard Store for Senior, Blind Access, and TAP as they do now (and can make online reservations to visit the [CharlieCard Store](#)); and can also visit the [MBTA Mobility Center](#) for online application support.
- The online applications for the MBTA's free/reduced fare programs offer riders a convenient method to apply for and receive a new free/reduced fare CharlieCard without having to visit the CharlieCard Store.
- Riders can apply to these programs online (computer or mobile device) in English, Chinese, Spanish, and Portuguese.
- All online applications are accessible to screen readers and were tested by free/reduced fare riders to ensure usability.





46th MBTA Bus Rodeo September 18, 2022

Draft for Discussion & Policy Purposes Only



46th

Annual Bus Rodeo



57

Bus Drivers Competed



200⁺

Spectators Attended

MBTA's Bus Rodeo Event

CONTESTANTS JUDGED ON 9 MANEUVERING SKILLS,
PRE-TRIP INSPECTION & UNIFORM/APPEARANCE

1. Dual Clearance
2. Right Turn
3. 2 Bus stops w/ADA announcements
4. Off-set maneuver
5. Right hand reverse
6. Left hand reverse
7. Diminished clearances
8. Judgement stop



MBTA's Bus Rodeo Winners



1st Saul Granados



2nd Mohamed Mahloub



3rd Nelson Merino

Fun Facts:

- Operator Granados was only the second operator out of the Bennett garage to win the rodeo.
- The first was Instructor Tyrell Sullivan in 2015 (3-time champion).



BARBECUE
& CATERING

Thank you!

